

Background

This initiative was undertaken by NIS Sparta for a leading global IT solutions company providing solutions in areas such as Application Development and Management and Enterprise Solutions including Managed Services and Business Process Outsourcing to customers located at North America, Europe, Japan, Asia and Australia.

To sustain extensive business processes and provide quality product and service to their customers, the company undertakes many initiatives. One such innovative initiative was to get their client team and project team to understand each other better through an outbound team-building program. The initiative was one of its kind, mainly because of the reason that rarely does a vendor engage its clients through training and workshops for establishing smoother communication channels.

The Need

Cur Customer representatives were clear that they needed a day-long engagement that should help them achieve Team effectiveness, Team bonding , Effective communication – Ownership and empowerment through assertive and clear communication

The training session would target their select employees that could be clearly divided into three groups:

- Group 1 – Software Engineers - They are between 25 to 30 years of age and are the point of contact for NIIT customers.
- Group 2 – Mid-Management - They can act as facilitators between Group 1 and Group 3 as and when the need arises.
- Group 3 – Project team members of company's Europe-based customer.

The program was requested as an informal team-bonding outdoor exercise that should achieve serious results. It was targeted mainly at Groups 1 and 3 and was expected to enhance the bonding and working relationship between them. The two teams were expected to:

- Work as a team effectively
- Bond well and understand each other's communication styles better
- Enhance their creativity and come up with good ideas

NIS Sparta's Solution

Based on the discussions, NIS Sparta proposed a set of outdoor activities to address the identified concerns.

These activities met the key requirements of keeping the engagement informal and fun while achieving its outcomes effectively. A series of activities were adapted around the requirements and a seamless flow was created.

ACTIVITY	Outcomes Achieved
FLAG HOISTING	Team formation and ice breaking
9 BALL ACTIVITY	Through effective team work, teams learn to follow processes, ensure operational effectiveness and ensure customer satisfaction.
LETS FIND SOLUTIONS (Common Challenges Faced)	Identify the different situations faced by the team and the common challenges faced by the teams. An NIIT Technologies Senior Manager co-facilitated this session with the NIS Trainer.
TRUST WALK	Understand the importance of trust in building a long-lasting working relationship with each other. A series of trust building exercises help participants internalise this learning.
DUMB DEAF BLIND MEN	The importance of identifying each other's key strengths and leveraging the same to ensure team effectiveness

Result

The program was completed at Manesar, Gurgaon and was much appreciated by the client contacts and the participants. They appreciated the atmosphere created by the faculty as well as the simple way in which the learning were derived.