

Background

This training intervention was done for a global management consulting, technology services and outsourcing company. Committed to delivering innovation, the company collaborates with its clients to help them become high-performance businesses.

In India for over a decade, the company has been working closely with industry leaders to innovate and build business process outsourcing as an indispensable business tool.

The company's BPO business in India had recorded explosive growth in terms of clients and processes being handled as well as rapid increase in the numbers of employees required to manage the business. This had posed organizational challenges, a few of which were directly related to the skills, knowledge and attitudes of its employees, and could be addressed through specific training interventions.

The Need

- To undertake a detailed Training Needs Assessment study
- To determine level-wise training needs

Target Audience: Employees across all levels

Geographical Spread of the Intervention: Bangalore, Chennai, Mumbai

NIS Sparta's Solution

The NIS Sparta team interacted with a representative sample of this company's employees, across levels and processes. NIS consultants used validated tools and methodology to understand their roles as well as the challenges as perceived by them and their superiors. The interactions were structured to enable the respondents to provide objective inputs. Using inputs from these interactions, explicit training needs were obtained and a further analysis enabled NIS Sparta to derive implied training needs.

Based on the intervention, NIS Sparta recommended a series of learning paths, which included various training programs relevant to the roles and the levels within each process.

These paths contained related courses which, when taken in a logical sequence would empower the individual to meet the challenges faced by them in their respective role function, as well as to meet their aspirational goals.

The key focus of these interventions was to enable attitudinal change, improve efficiency and enhance career growth opportunities. The broad areas in which the learning intervention was divided were:

1. Customer relationship management skills
2. Functional and project management skills
3. Interpersonal and communication skills
4. Attitudinal and behavioral skills