

**Background:**

NIS Sparta has undertaken training programs at DDA for their frontline staff who mainly deals with Customers. The program named “**Customer First**” received the high praise from the DDA officials who underwent the training. The program was focused on **Attitudinal Transformation** dealing with importance of listening, enhancing communication skills and understanding attitudes, etc. These **Customer First** Programs were done at DDA office at Vikas Sadan, INA, New Delhi.

Another outbound training program for senior level officials of DDA was conducted at Kasauli. It was a residential program for 3 days and incorporated adventurous activities. The training program was based on **Reality Learning**<sup>TM</sup> methodology.

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**Delhi Jal Board (DJB)**

Delhi Jal Board entrusted NIS and requested to conduct training programs on **Attitudinal Transformation** for their staff members who mainly deal with customers at various levels. NIS Sparta imparted training to their staff including **the Junior Engineers** also along with Customer facing staff members. DJB feedback was positive for these training programs as the content was specially developed on the basis of DJB perspectives. NIS also provided On-the-Job-Training to DJB employees and officials.

**New Delhi Municipal Corporation (NDMC)**

A training program called **UTKARSH** was organized for NDMC employees on **soft skills** and mainly dealing with **Attitudinal transformation**. The training program was conducted at Palika Building Library at ground floor. About 75 employees of NDMC were given training in batches for 3 days.

Apart from the above-mentioned Government Organizations, NIS Sparta is also working for Public Sector Undertaking of Governments like **Yamuna at Delhi, NTPC, GAIL, DMRC**, etc.

## Delhi Police

Our first association with started with their Academy at Jaroda Kalan, Delhi. In the year 2000 or a little before Ms Kiran Bedi took over the charge of the Delhi Police Training Academy as Its Principal. She invited NIS Sparta initially to conduct attitudinal workshops for its constables and recruits under training.

This initiative gradually enlarged to training of its station staff as well as its probationary officers.

The interventions grew to include leadership aspects for its middle level staff. The training form a 3 day workshop grew to a 13 days intervention, including outdoor activities and outstation visits.

This experience and reference gave us assignments for J&K police, UNAids projects for police sensitisation in other states also.