



IGM 360 
Inspire Guide Motivate

STRIVES TO FULFILL
THE GOALS AND AMBITIONS

IGM 360



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We are what we repeatedly do. Excellence, therefore, is not an act but a habit.

- Aristotle

Do not follow where the path may lead.
Go instead where there is no path and leave a trail.

- Harold R. McAlindon

Winning isn't everything, but wanting to win is.

- Vince Lombardi

Reach high, for stars lie hidden in your soul. Dream deep,
for every dream precedes the goal.

- Pamela Vaull Starr

IGM 360° strives to fulfill the goals and ambitions of the clients by working with their most important asset, "Human Resource". We work towards enhancing individual and group performance, increase customer focus, drive and re-enforce the importance of learning and address organizational problems.

We do all this through a structured approach towards learning. In short, IGM 360° aims at creating the best talent pool in the corporate world or for the corporate world.

IGM 360° vision

We intend to be the leader in the area of training and people development.

IGM 360° mission

To nurture, sculpt, mould, train and direct individuals or group of individuals in a manner that suits global standards.

Approach of IGM 360°

We follow a simple approach of "Start point to Destination"

Start point: This is the stage that an individual, team or an organization is in. In this stage IGM 360° would analyze your knowledge, skill and competencies on specific topics. Post analysis, we create a road- map that would take you to your destination.

Destination: The desirable state in terms of knowledge, skill and competencies is destination.

IGM 360° will partner and lead the journey with you from the start to destination; this involves key elements that facilitate growth and success.



1. Stepping Stones:

A compulsory program for those individuals who aspire to build a successful career in the corporate world or would like to win in their corporate business.

- a. **Communication** is an interaction between a sender and a receiver. Business communication is an interaction in which the sender and the receiver establish a mutual understanding and act upon it. This program will provide you a framework, guidelines, techniques and practice for improving your business communication skills. It also includes email etiquettes, verbal communication, Telephone Communication etc.
- b. **Presentation Skills** is all about preparing and delivering presentations that command attention and inspire. It includes techniques as well as tips for creating and using more effective visuals. Also addresses the importance of understanding your objectives and your audience to create a presentation of impact.
- c. Shift from **College to Corporate Life**. Paradigm Shift is targeted at providing insights into the corporate culture and life. This program would help students transition from college books to office diaries in smooth and focused manner.
- d. Inside **view at interviews and Resume building..** Winning interviews program is a complete solution for interview techniques. This will help you build on your strengths & achievements so that you win your FIRST or the NEXT interview.
- e. **Problem Solving Techniques** – This is a program designed towards recognizing the possible symptoms, analyzing the causes, eliminating road blocks, encouraging support and collaboration through appropriate solutions.
- f. **Aptitude** – Explore the world of quantitative and qualitative aptitude with some mind boggling, mesmerizing tricks and short cuts.
- g. **Self Motivation** is a tool which will never make you lonely, be your best buddy when no one is around. It teaches to understand the value of life and cherish its importance.

KEY TAKEAWAYS

Key Skills to work in the Corporate

Aptitude skills to clear written tests

Movement from note books to diaries

Project and case study presentation

Problem solving skills

Self motivation for Achievers

COURSE CONTENT

Communication Skills

Presentation Skills

Transition from College to corporate life

Aptitude, pre and post Interviewing skills

Problem Solving Techniques

Self Motivation



2. Customer Centric:

This course has enormous value and importance for every employee in the organization. This touches upon the critical components of servicing both internal and external customers, with a dynamic overview of the importance of being customer centric, its relationship to customer satisfaction, and its link to company profitability.

- a. **Types of Customers** – Understanding the various types of customers and their behavior. It explains the importance of winning old customers, retaining existing ones and pulling in new customers.
- b. **Customer Relationship** – Realizing the importance of prioritizing the customer rather than self growth. It is all about tracking customer's progress by getting regular feedbacks. It also aims at setting a correct focus on customers' needs.
- c. **Customer Service** – It's all about maintaining customer friendly employees and customer centric organization.
- d. **Customer Interfacing Skills** – Know the behavioral styles and expectation levels of customers based on their geographical location and culture. Also know the communication pattern that has to be employed while working with them.

KEY TAKEAWAYS

Identify Customer Behavior

Driving a customer oriented organization

Complaints to Commends

Customer and Profit relation

COURSE CONTENT

Customer Types

Customer Focus

Customer Service

Customer Interaction Skills



3. Performance Management:

Our performance Management program is oriented towards people side of achieving business goals. This program would help you set SACMR goals and assist in achieving them in a structured manner. A program must for an achieving Organization.

- a. Project Management is all about achieving deliverables in accordance with the time limits with no compromise in quality.
- b. A presentation will be done to explain importance of Goal setting in life. Also it covers drastic effects that may occur if goals are not set.
- c. A brief presentation on importance of decision making, various factors required in becoming a good decision maker, drawbacks of not taking self decisions etc.
- d. A brief presentation on various stress handling techniques. It is very essential in current corporate working environments.
- e. Behavioral skills for Managers: Empower present day managers with tools and techniques that would help them reach pinnacle of performance right from the stage of hiring.
- f. Quality Management – Quality is the main key for success and revenue raking. It's all about maintaining "No Compromise" policy which is essential for maintaining a good rapport with the customer.

KEY TAKEAWAYS

To be able to set SACMR Goals

Define Start and End point of performance

Individual and relative contributions

Decision Making Techniques

Work life balance

Quality product or service as output

COURSE CONTENT

Goal Setting

Project Management

Decision Making

Stress Handling

Quality Quotient

Behavioral Skills for Managers



4. A whole New World of thinking:

- a. A brief presentation on current job and business scenarios. It will also include the importance of creative thinking along with good academics.
- b. The urge for thinking BIG.
- c. The invention of unvisited areas of your brain.
- d. Realize your strength is about discovering the strength which is hidden inside everyone.
- e. Explore your life to find out the special factor within self which makes you stand unique in a crowd.

KEY TAKEAWAYS

Striking a balance between logical and emotional thinking

Neurological understanding of left brain and right brain abilities

Understanding your strengths

Why are you Unique?

Intrinsic and Extrinsic Motivation

COURSE CONTENT

Left Brain Abilities

Right Brain Abilities

Design and Story

Symphony and Empathy

Play and Meaning

