

Certificate of Completion

We hereby express our sincere appreciation to

Ramnath Kaliaperumal

For undergoing the Performing Leads Program
Held from Oct 2016 - Jan 2017

The following "Bullet Proof Manager" modules have been completed by him/her.

- 1. How To Provide Gold Standard Customer Service
- 2. Create A Blueprint For Team Success
- 3. Conflict Resolution Techniques
- 4. How To Be An Effective Problem Solver
- 5. Ten Ways To Increase Morale And Motivation
- 6. Seven Steps To Effective Delegation

Naresh Purushotham Chief Learning Officer Crestcom