



Training & Development

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Training and Development

To enhance the skills and capabilities of employees the following list of training modules may be conducted in alignment with systems and processes.

❖ **New Employees**

- HR Induction and Orientation (all employees)
- Product(s) Overview training (all employees)
- ASM Framework training (all employees)
- Ticket Management Training (all employees)
- Overview of Sales and CRM activities (Selective)

❖ **Service Desk and L1 Support Staff**

- ASM Process training
- Client psychology training
- Client communications training
- Incident prioritization training

❖ **Sales & CRM**

- Sales organization Overview (Sales, CRM)
- Customer segmentation and psychology training (Sales, CRM)
- Detailed product training (selective)
- Handling customer queries. (Sales, CRM)
- Competitors, products, and pricing challenges. (Sales, CRM)
- Negotiation skills (Sales, CRM)
- Product discounts and offers. (Sales, CRM)
- Sales targets and commissions (Sales)
- Competitor profile training. (sales, CRM)

❖ **Product Management, Developer & QA**

- Customer segmentation and psychology training (PM)
- Competitors, products, and features. (PM)
- Business Analyst Training (PM)
- Scrum/Kanban process training (PM, Dev, QA)
- Software development/QA process training (PM, Dev. QA)
- Detailed product training (PM, Dev, QA)

❖ **HR**

- Technology and skill mapping training.
- HR organization process training

❖ **Senior Management**

- Contracts, clauses, legal overview
- Overview of Finance
- Leadership training
- Effective communications training