

A close-up photograph of a person's hand, wearing a white shirt cuff, placing a light-colored wooden block onto a wooden surface. Several other similar wooden blocks are scattered in the background, some standing upright and others lying flat. The lighting is warm and focused on the hand and the block being placed.

# 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