

First Time Managers Program



About L&T Technology Services

- Specialists. Engineering Innovation. L&T Technology Services is a niche global company in the Engineering R&D space, they were born out of the consolidation of the superior strengths of the Engineering giant Larsen & Toubro.
- **Their Service Offerings:**

Their business focus is on offering innovative design and development solutions across the product development value chain, for various industries such as Industrial Products, Transportation, Aerospace, Telecom & Hi-tech, and the Process Industry. They also offer services in the areas of Mechanical Engineering, Embedded Systems, Engineering Process Services, and Product Lifecycle Management; besides proprietary solutions in Engineering Data Analytics, Power Electronics, Machine-to-Machine, and the Internet-of-Things.
- **How are they differentiated?**

They are constantly equipped with an exceptional talent pool of **hard-core engineers**. They have deep experience in effectively harnessing technology to deliver superior engineering solutions.

Their **multi-disciplinary skills** across a host of verticals equip them to deliver innovative and new-age cross-functional solutions to our global clients.



Target Audience – Project Managers

Brief Profile of Targeted Audience	
Experience No. of Years	10-12yrs Experience
Background	Mechanical, Electrical Engineers / Project Leads Handling single account. Have team of 5-8 members
Departments	Telecom, Process Industry group, Industrial Product group, Mechanical and Embedded horizontal groups, Transportation and Telecom hi-tech group, All delivery functions



Program Objective

- Becoming a first-time manager is one of the most challenging and critical career transitions. New managers are often chosen from high-performing individuals. These highly proficient doers quickly become struggling new managers, without the skills needed to succeed.
- The Objective of the program is to help first-time managers overcome this challenge by showing them the essential skills they need to get off to a great start. Thereby contributing to robust succession planning and better performance to meet business demands and complex challenges.



Measures of Success



REVIEWS

180 Degree Feedback and review from the Immediate Manager



Increase in retention of High Potentials

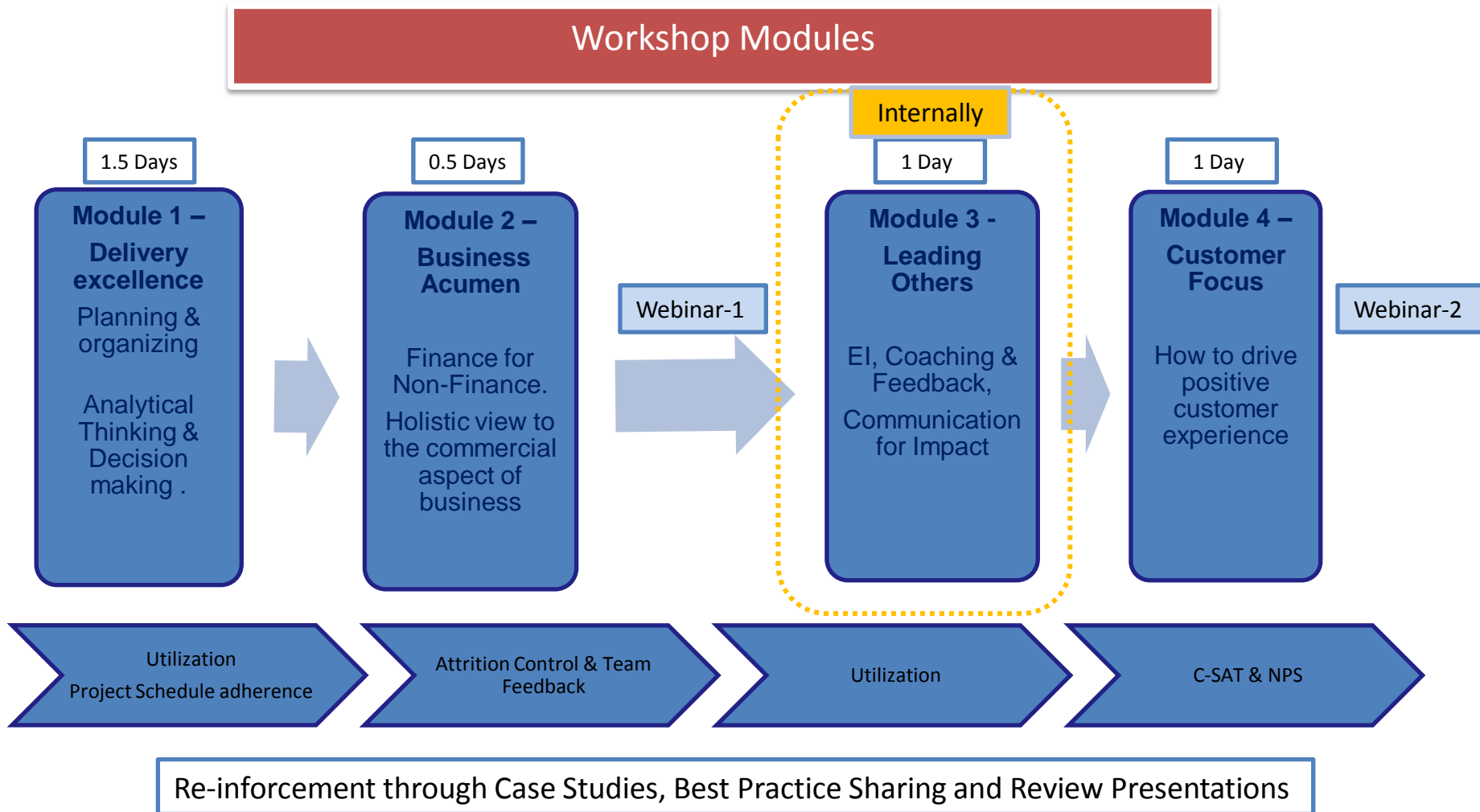


Increase in performance (Baselining against KRAs and capturing as MOS for workshops)

Utilization, Project schedule adherence , Customer Satisfaction, Net promotor score, Team feedback, Attrition control



Flow of the Journey



What will be covered

Module 1 – Delivery excellence

Planning &
organizing

Analytical
Thinking &
Decision
making .



Project Planning & Execution Skills-

- Planning the project and managing the work plan
- Manage related issues, scope, risk, communication, documentation, quality & metrics

Team Utilisation & Team Mix -

- Plan resources and competencies required for the project.
- Groom and upscale resources

Project Proposal Activities

- Proposal designing, scoping, valuation, costs and legal aspects of proposals.
- Risks & Mitigation

Analytical & Problem Solving Skills

- Time Management-Weekly reviews, planning & scheduling skills
- Resource Analysis, 5 Why analysis & Fish bone analysis tools



What will be covered

Module 2 – Business Acumen

Finance for
Non-Finance.
Holistic view
to the
commercial
aspect of
business



Quality Adherences-

- Is thorough with quality metrics, parameters and deadlines
- Ability for developing defect prevention and productivity improvement tools

Financial Awareness

- Conceptual Awareness of: Contribution Margin, Gross Margin, Pyramid Ratio, Estimation, License & S/W Costs. Invoicing Cycle and Billing Analysis

L&T Processes and Tools

- Forecast, Pulse, Timesheet, Control Tower, etc.



What will be covered

Module 4 – Customer Focus

How to drive
positive
customer
experience



Stakeholder management -

- Understand and learn the importance of customer satisfaction
- Relevant service industry case studies to demonstrate customer satisfaction
- Understand the repercussion of delay, lapse, duplications and their impact on monetary aspects of L&T
- Top-down communication with customers
- Handling agitated customers. Managing escalations
- Update clients with Project Status report.

