

# SPIN Sheet

Genpact (GLD)

- 40  
x3
1. Name of the Company: Genpact (GLD)
  2. Contact Name: Pankaj Mittal Sajith Kurup -  
Designation: Sajith. Kurup@genpact.com Global Leadership  
for 4-5 years
  - Contact Details: Pankaj.mittal@genpact.com
  - Email Address: +91 98105 53691
  3. Inquiry on/ Stated Need: Communication
  4. Meeting Mode: One-to-One/ Telephonic / Video Chat or SKYPE
  5. Date and Time: ~~22<sup>nd</sup>~~ 23<sup>rd</sup> Nov, 11:30 AM
  6. Brief about the business ( OPR):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  7. How does this company serve the " Basic human need"?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  8. The Business Model:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  9. Where are they mainly based?  
\_\_\_\_\_  
\_\_\_\_\_
  10. Employee strength: \_\_\_\_\_
  11. Turnover: \_\_\_\_\_
  12. Training Budget: \_\_\_\_\_

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## SPIN

Genfact → L&D team  
 — Global Leadership Develop (10 People)  
 Band 4a, b, c → Tenured VP's

<p><b>S=Situation</b></p> <p>Seek hard facts, and soft information, to understand the background and the opportunity you are facing</p> <p>Keep your questioning short but thorough</p>	<p><b>Sample Questions</b></p> <ul style="list-style-type: none"> <li>How did you hear of MLA?</li> <li>Why are we here?</li> <li>Who really owns the issue—eg a particular line manager, the CEO, the HR person?—see also Miller Heimann: who is the customer?</li> <li>What exactly does your company do? Is it currently profitable?</li> <li>What is its position in the market place: eg a leader, number two, a newcomer?</li> <li>How many people work for it and what is the turnover over staff—ie how are you managing your talent?</li> <li>Where are your people mainly based, geographically?</li> <li>What is the structure of the company—could I have an organisation chart?</li> <li>Does your company have any key business goals you can share?</li> <li>Who heads up HR or Learning and Development and who is their boss?</li> <li>Who are the key people with responsibilities for training and development?</li> <li>Would I be able to meet them at some time?</li> <li>Do you have a budget for tackling this issue, if so what is it?</li> <li>When do you finalise your training budget during the year?</li> <li>Who else in the company might be interested in what we offer?</li> </ul>
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→ Developing Content for Tiger's DR's

Based in Noida, Bangalore Hyd, Jaipur, NCR  
 Pick up people from every geography

GOLD - Global Operations Leadership Development  
 Started in 2006.

18 month → 3 Learning selected 900 people  
 Every year - One Batch → 88 people → Online assessment  
 Test + 3 appraisal rating.  
 Batch starts from Jan 1.  
 All 85 People will travel to Hyd

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Job relation → Do something entirely different.  
L2D → move to cps.

People move to different jobs, geographies.

## SITUATION

Have leaders addressing and making batch, (Tiger)

Communication — 18 month-journey

i. Who are the target audience

Self Driven Teams → High Po's - located out of US, UK, Gurgaon  
Participants Pick teams - CSR, Women leaders, Branding, New Initiatives  
↓  
Jan 1, → May '2018 → Graduation  
↓  
Lean Digital

ii. Job Profile ( understand how they contribute to Basic Human Need : try and take a simplified approach to how they serve this world )

Goals → Reported back - SMART. [This is a Criteria for Bmonth]  
Classification of objectives → HR, L2D, Lean Digital, Finance

iii. Age , Qualification - ( grade of colleges ....A or B or C ), Experience in years

iv. Span of control ( do they lead people , or , are individual contributors )

v. What is the expectation from them - desired state (knowledge, skill, attitude and habit)

- Elevator Pitch , Spontaneous , Being Concise , being effective,  
Having tough conversation, having eight client connections  
Span of Influence , Networking

vi. What is the current state

eg. Pitching to a client, Share 15 minutes , instead of 60 min .