

BUSINESS SPEAK: UNDERSTANDING AND ENGAGING WITH BUSINESS PARTNERS TO HARNESS THEIR EXPERTISE AND DELIVER BETTER RESULTS

13th Learning & Development Leadership India Summit & Awards

Surbhi Sarkar | January 2024 | Mumbai



WHO WE ARE

A Brand with a Purpose

350+ Stores | 130+ Franchisee
Partners

Over 3.5 lakh unique, curated
SKUs

Over 2500 Employees

Over 50,000 artisans across every
state of India



3

3 CHALLENGING ASPECTS OF OUR L&D ECOSYSTEM

VAST OFFERING ACROSS PRODUCT CATEGORIES



APPAREL & ACCESSORIES

Women's wear, Men's wear, Kid's wear and Accessories

HOME & LIFESTYLE

Furniture, Soft Home furnishings, Hard Goods, Giftware, Interior Design Studio



PERSONAL CARE

Skincare, Hair care, Fragrances with natural active ingredients

ORGANIC FOOD

Teas, Staples, Spices, Preserves, Agri-products, Ayurvedic Supplements, Ready to Eat Foods



SERVICES



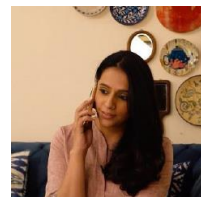
INTERIOR DESIGN STUDIOS



BESPOKE SERVICE



ALTERATION STUDIOS



WHITE GLOVE SHOP-AT-HOME SERVICES



FABONE



And millions of customers who believe in the way of life that Fabindia represents

TECHNOLOGY & NEW BUSINESS TRANSFORMATIONS AT FABINDIA

In the last 2 years

New ERP

New POS

Endless Aisle

Online order
servicing

WhatsApp for
Business

B2B Ordering
Partners

IT Service
Ticketing System

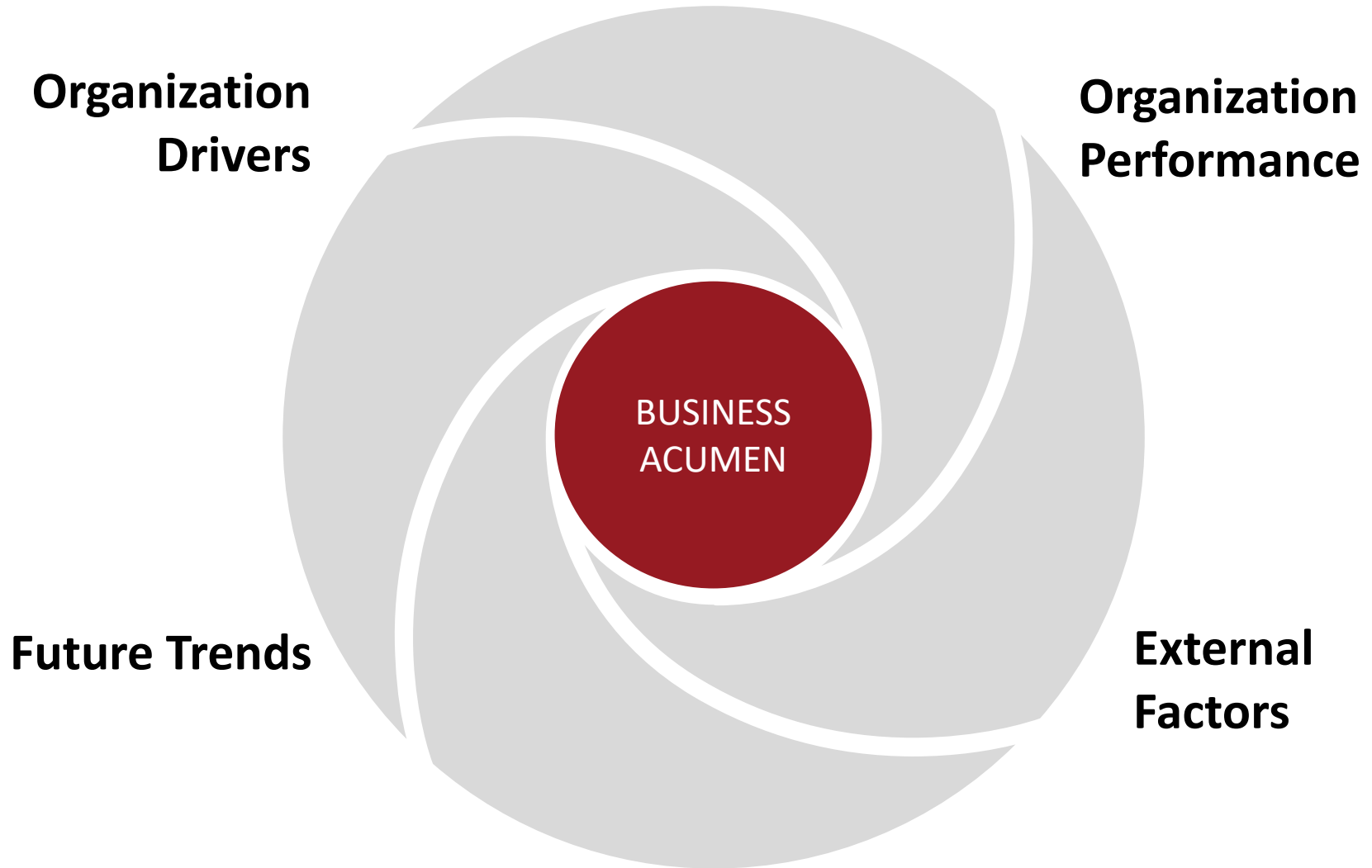
New HRMS



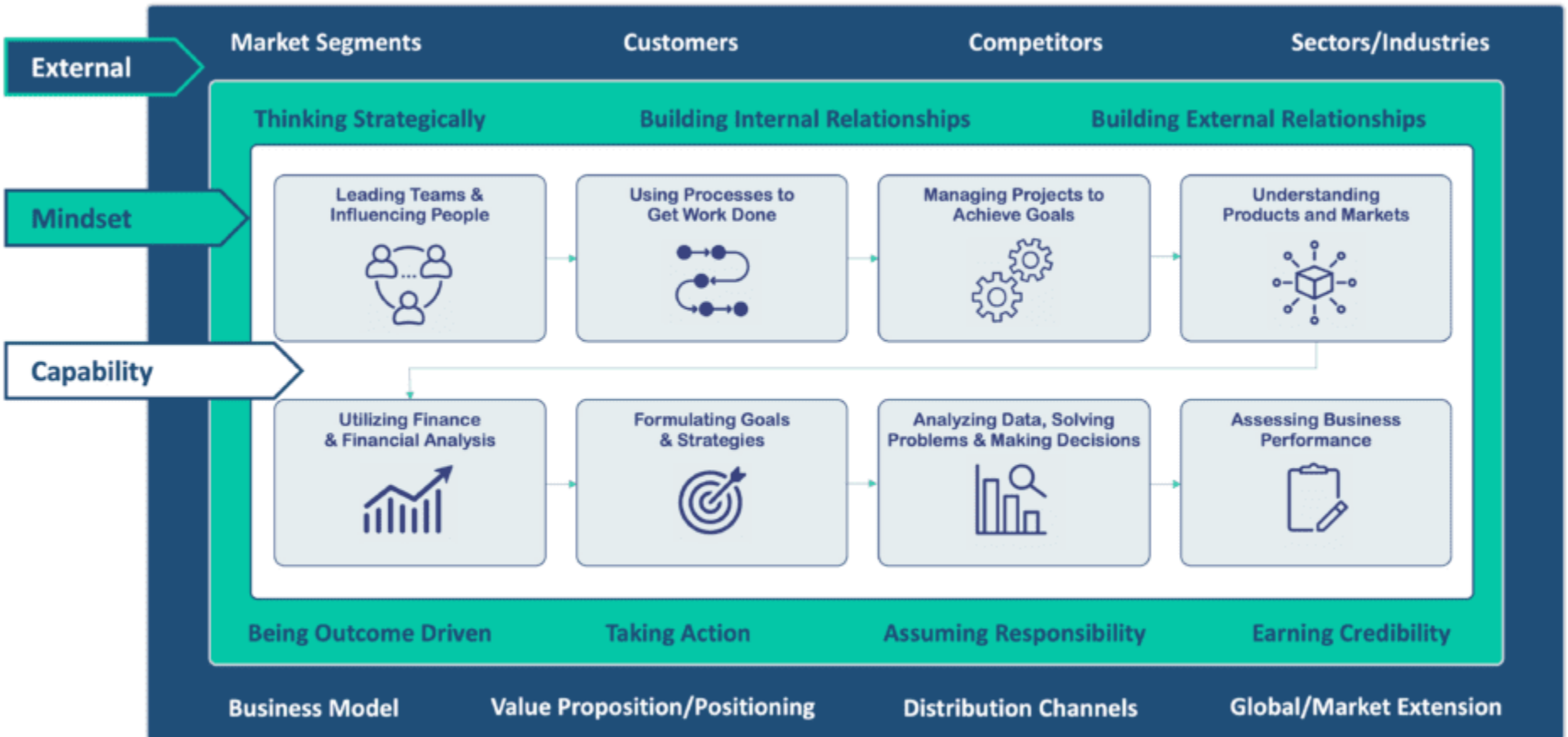
- How do we enable our frontline teams success through learning & development?
- How do we empower them to present such a vast array of products to customers?
- How do we instil deep pride in craft while keeping our teams up to date with multi-category product launches through the year?
- How do we meet the learning needs of our learners who represent multiple generations, taking along old and new employees?
- How do we support new business initiatives, and the technology transformation that Fabindia is undergoing?
- How do we design specialised programs for 100s of unique roles that support these frontliners in product and GSP teams?
- How do we achieve this in the most cost-effective manner, while maximizing learner engagement?

HOW DO WE SPEAK BUSINESS?

BUSINESS ACUMEN



BUSINESS ACUMEN



BUSINESS COMMUNICATION

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ESSENTIAL COMMUNICATION SKILLS FOR EFFECTIVE LEADERSHIP

Interpersonal
Communication



Leadership
Storytelling



Comprehension
and Synthesis



Communicating
Concisely



Non-verbal
Communication



Listening
Skills



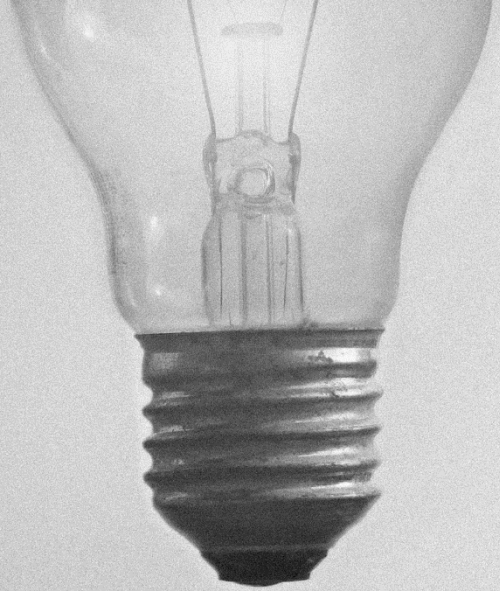
Affirmation
Skills





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POWERFUL SHIFTS THAT HAPPEN WHEN YOU
SHARPEN YOUR BUSINESS ACUMEN



DATA | DEBRIEF | DESIGN





DIAGNOSTICS



VOICE



**3 BIG WINS WHEN BUSINESS IS DEEPLY INVESTED
IN L&D SUCCESSES**

**3 WAYS IN WHICH WE CAN ENHANCE OUR
TEAMS' BUSINESS ACUMEN**

**3 WAYS IN WHICH WE CAN DEVELOP BUSINESS
SPEAK IN OUR TEAM MEMBERS**