



“Certified Professional in Learning and Performance (CPLP®)”

CORE VALUES AND GUIDING PRINCIPLES

All our learning intervention programs are designed basis a thorough needs analysis followed by the right solution selection, implementation and concluded by a detailed impact evaluation study. We practice and preach:

- Integrity at all times.
- Deliver as committed.
- Excellence in everything we do.
- Confidentiality and trust at all times.
- Adapt in the ever changing environment.

VISION

To be a top notch and most sought after learning and performance consulting service provider in the service industry by promoting a culture of consistent performance excellence through continuous learning and knowledge sharing.

THE THOUGHT

Training is a set of “structured activities focused on getting people to consistently reproduce behaviours without variation, but with increasingly greater efficiency even if conditions around them change.” Learning interventions aim to improve individuals’ knowledge or skills which consequently and positively impacts the individuals’ and in turn the organization’s performance.

All learning strategies must be tied to business results and to be effective, the trainer’s focus must be on learning activities and producing training that addresses the learning

needs of people and helps in achieving the financial goals of the organization. Learning intervention should focus on a desired outcome by altering one or more behaviour that impacts the outcome. Outcomes are the measurable results of activities, whereas behaviours are activities themselves.

Here at Evolve Learning Solutions we aim to instill a required behaviour to achieve a defined outcome because eventually it is the outcome that really matters in terms of organizational results as they clearly connect activity to business results; and outcomes enable objective measurement of any job.



MISSION

We aim to partner and enable organizations in exceeding performance threshold and delivering beyond their commitment of quality service.

There is a lot more to training than just training.

THE PREAMBLE

Evolve Learning Solutions collaborates to achieve perceptible results and cordial goodwill both for your customers and employees, which means a changed mindset of your workforce with a raring to go attitude to help you achieve the landmarks for your business and in the process for themselves too. After all, it's our people who help us thrive.

My past association with the offshore industry allows me to bring a rich set of experience and expertise that will promote your organizational growth and help you realize your business goals. The 12 years long stint

We aim to collaborate and leverage our skill and experience to achieve the strategic and financial goals of your organization.

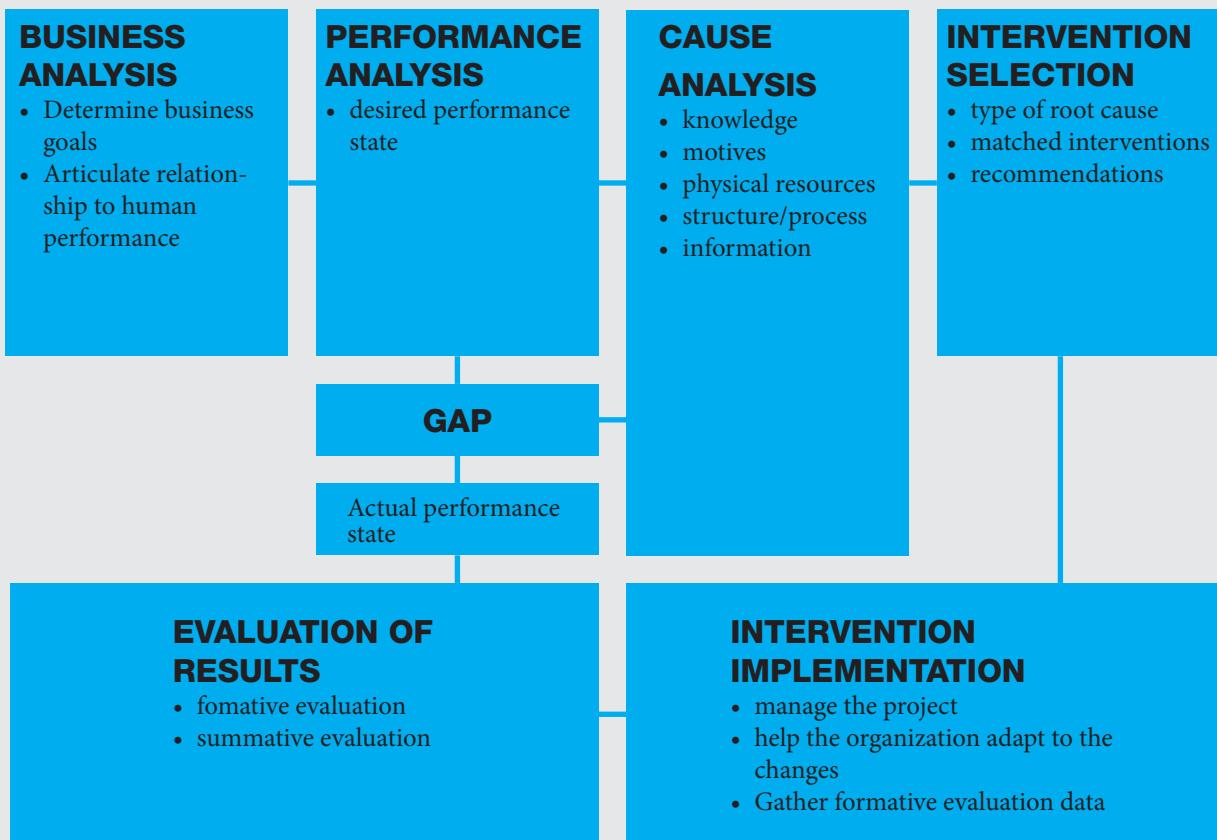
gave me the opportunity to interact with the end users of various domains like Telecom, Internet Service Providers, Mortgage Industry (to name a few) which has helped me evolve not just professionally but as a person as well. Believing and practicing phrases like "Put yourself in the customers' shoes", Treat every customer as if he is the only customer to your business" are very simple yet powerful tools if applied and driven in the

business. Facilitated and managed new hire as well as need based training for various businesses and hold the most highly regarded certification in the learning and development fraternity (CPLP®).

Significant industry experience and pertinent credentials of the highest order makes us a powerhouse of learning delivery, performance management and consulting capability.



CHANGE MANAGEMENT



THE APPROACH

The idea is to keep it simple yet innovative and effective at all times. Be it a learning program to develop new skills or a performance improvement plan to improve individual and organizational performance, our learning methodology will always be in relation to the organizational goals.

We follow a results based structured approach and start with a business analysis to identify the organizational goals and the related training needs.

Our training programs are designed based on a thorough needs analyses followed by selection of the most appropriate intervention program. The most important aspect comes next – ROI, which is evaluation of learning impact.

LEARNING NEED

Performance Improvement e.g CSAT, Quality, Customer handling skills, Average handling time, etc.	Business Analyses Identify Business Goals, Determine the relation between human performance and human goals.	Performance Analysis Difference between the current and desired performance.	Root Cause Analysis Reason for low performance: Knowledge/Skill Environment/ Physical Resources Structure/Process Lack of information.
Intervention Impact Current performance Variance between current and desired performance.	Evaluation of Results Formative evaluation Summative evaluation	Intervention Implementation Manage implementation Manage change Gather formative evaluation data.	Intervention Selection Type of root cause. Possible solutions. The best solution.
Training Requirement e.g New hire training, business scope change, etc	Business Analyses Identify Organizational values and culture. Determine business drivers and strategic goals.	Needs Analysis Identify the training requirements, program relation with the business goals, training objectives and goals.	Intervention Identification and Selection Identify audience, identify training duration, delivery type and evaluation strategy.
	Evaluate Learning Impact On the job application of the learners, measure business metrics, ROI.	Measure Training Effectiveness Gauge learners' reaction, conduct assessments and mock sessions.	Deliver Program Use various learning techniques, simulations and learner modalities.

THE SKILL



TRAINING DELIVERY

Facilitate class room training based on the needs analysis, keeping in mind the various adult learning modalities and preferences to ensure optimum training effectiveness.



PERFORMANCE IMPROVEMENT

Result based and systematic approach is how we go about our business. Our approach is driven by a business need, performance need and is dependent on the cause analysis.



INSTRUCTIONAL DESIGN

Moving from ADDIE to SAM, we follow the latest RID model created by the Gurus of our industry. The idea is to produce the best learning experiences within the given constraints or within the available time and budget.



KNOWLEDGE MANAGEMENT

Collecting, storing and sharing knowledge is imperative for the success of an organization. We assist in building a Centralized knowledge database that encourages knowledge sharing and collaboration which results in an informed employee pool and increased efficiency. A knowledge culture and an environment of continuous learning is what we advocate and practice.

COACHING

Coaching is essential to enable our employees become better performers and for us it is about focusing on the identified goals, emphasize on action, accountability and follow up.

TRAINING PROGRAMS

- Effective Customer Service
- Telephone Etiquettes and Convincing Skills
- Workshop Scheduling
- Inventory Management
- Effective Communication Skills
- Corporate and Business Etiquette
- Email Writing and Etiquette
- Conflict Management
- Change Management
- Time Management
- Stress Management
- Interpersonal Effectiveness
- Team Work
- English Language
 - Full Professional Proficiency
 - Minimum Professional Proficiency
 - Limited Working Proficiency
 - Elementary Proficiency

This is not an exhaustive list, we provide custom learning solutions for industries like automotive, telecom, healthcare, call center / offshore industry, hotel industry, etc. All our learning programs are tied to your business goals and are in sync with your organizational strategy.

Result based, systematic approach is how we go about our business.

THE BEGINNING

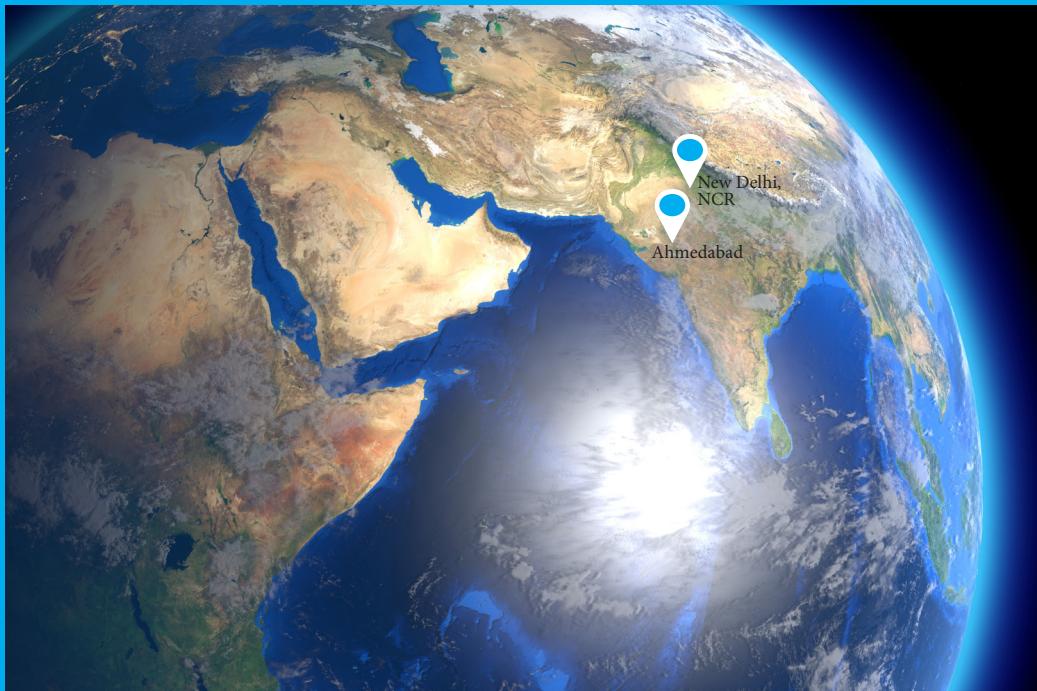
While planning and working on these areas our terminal objective would always be strategic and financial gains for your business by bringing about uniformity of knowledge gained by the employees, the ability to apply the knowledge gained on their jobs, better informed

and equipped to perform in a live environment and by helping them understand their role in the business.

We thereby propose to join hands and partner together in achieving the strategic and business goals of your Organization through a

mutually agreed environment and plan of action.

Look forward to meeting you in person to discuss and chalk out a detailed need based strategy based on your specific business requirements.



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