



Transforming through the learning space

CORPORATE TRAINING PROGRAMS

From:
The Director,
Innovation Systems Consulting,
Gurgaon.



We are a Corporate Training organization based in Gurugram, NCR, India. We were founded in the year 1997 with the mission of, *"Transforming through the learning space"* and the vision of, *"Facilitating innovative workshops across industrial boundaries"*

Our areas of expertise include Innovation, Thinking skills, Leadership, OD, Strategy and HR. The instruction design of our workshops is customized, innovative and updated.

The facilitation process is learner centered and application driven. The training evaluation process is at level 3 of Kirkpatrick's model of training evaluation.

Our clients include NTPC, BPCL, Nestle, VMware, Accenture, Maruti Suzuki, PowerGrid, Fidelity, Airtel, NHPC & Mahindra.

We facilitate classroom, synchronous as well as asynchronous training.

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Innovation Programs

Workshops

- Innovation and Creativity
- Innovation in HR
- Innovation in R&D
- Innovation in Sales & Marketing
- Innovation in IT
- Innovation in Packaging
- Patents

OD

- Innovation lab
- Innovation Ecosystem
- Innovation in O&M
- Innovation in C&M
- Innovation intervention



INNOVATION WORKSHOP

DEVELOPING INNOVATION COMPETENCY



Workshop on Innovation and creativity

1. Workshop Objectives:

- 1.1 Exploration of innovation and its impact on organizational growth and transformation.
- 1.2 Synthesis of innovation tools and their application for generating innovations.
- 1.3 Analysis of innovation success and failure patterns.
- 1.4 Assimilation of the innovation development process.
- 1.5 Live application of innovation tools for generating innovations in innovation hotspots.



2. Deliverables:

Participants will be able to:

- 2.1 Generate innovation concepts related to products, processes and strategy.
- 2.2 Convert ideas into a workable concept.
- 2.3 Assimilate the innovation development process.
- 2.4 Evaluate the potency of an innovation idea.
- 2.5 Identify and leverage technology shifts.
- 2.6 Utilize tools for creative problem solving.

3. Competency Development Process:

- Exercises
- Extraction of learning
- Conversion learning into skill for creative thinking and innovation.
- Application to real life cases.

4. Workshop Contents:

- **Innovation: Why?**

Case analysis regarding correlation between innovation and growth.

- **Innovation: What?**

- Distinguishing innovation from non-innovation.
- Types of innovation: Product, Process, Strategic & Domain

- **Innovation & Creativity: How?**

- **Innovator's framework**

- New Concept
- Satisfying unsatisfied needs
- Solution Design

- **Tools**

- Triggers
- DMP Challenge
- Multi-Fusion
- Fusion with functional domains.
- Fusion with parameter benchmarks.

- **Design thinking**

- Needs centered concept design

- **Patents**

- Leveraging patents for filling knowledge gaps.
- Leveraging patents for assessing concept designs.

- **Innovation Development Process.**

- Process for enhancing the probability of innovation success.

- Tools for each stage of the innovation development process.

- **Success and failure pattern of innovation:**

- Case analysis of innovation successes and failures.

- **Assessing innovation:**

- Parameters for evaluating innovations.

- **Prototyping**

- Strategy for prototyping new concepts.

- **Innovation: Where?**

- Identifying Innovation Hotspots

- **Live application**

- Application of innovation tools to innovation hotspots identified by participants.

- Presentation and assessment of innovations designed.

- Preparation of a compendium of innovations designed during the workshop.

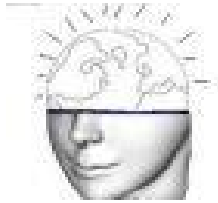
- **Consolidation of learning**

- Consolidation of learning regarding innovation innovation why, what and how.

- **Application Planning**

- Formulation of an application plan by each participant.

Thinking Skills



Analytical Thinking

Design Thinking

Systems Thinking

Workshop: Analytical Thinking

1. Program Profile:

There is a tendency to accept observable data and regurgitate it or act on it without analysis resulting in unanalyzed repetition of action whether adequate or inadequate.

This program is formulated to develop a macro perspective regarding the utility of analytical thinking skills as well as micro skill application capability through the use of analytical tools and techniques.

2. Objectives:

- To expand the perception of participants regarding analytical skills and their role in personal and professional effectiveness.
- To assimilate the types of analytical thinking skills.
- To enable the participants to apply analytical thinking skills by using analytical thinking tools.
- To examine the role of analytical thinking skills in the following processes:
 - Experiential learning process
 - Scientific method.
 - Competency development process.
 - Quality consciousness
 - Mindset formation process.
- To comprehend and assimilate the application of the following analytical thinking tools:
 - Decision tree
 - Voice of customer analysis
 - Pareto analysis
 - Cause effect analysis and fish bone diagrams.
 - SWOT analysis

3. Deliverable:

- Application of analytical thinking for problem solving, decision making and strategic thinking.

Workshop: Design Thinking

1. Context:

There is an increasing need to design solutions which are aligned to human needs.

2. Objectives:

2.1 To enhance the perception of the participants regarding human centered design.

2.2 To develop the competency of the participants to analyze human needs from a product, process, entity or system.

2.3 To enable the participants to design elements of solutions and systems which correspond to human needs.

3. Pedagogic Process:

3.1 Learner centered.

3.2 Activity based learning.

3.3 Application centered competency development.

4. Workshop Format:

4.1 Need for design thinking: The need and challenge to develop design thinking competency in all professionals who design solutions, systems and policies.

4.2 Parameters of design thinking:

4.2.1 Distinguishing design thinking from analytical and creative thinking. 4.2.2 Identifying the parameters of design thinking.

4.3 Design Thinking Process:

4.3.1 Assimilating the elements of the designing process from empathizing to prototyping and testing.

4.4 Empathizing:

4.4.1 Analyzing and synthesizing human needs.

4.5 Application of design thinking:

4.5.1 Identifying application points for design thinking.

4.5.2 Formulating designs of solutions, systems, products, processes in alignment with human needs.

Workshop: Systems thinking

1. Objectives:

- To enable the participants to distinguish between systems thinking and analytical thinking.
- To analyze complex problems using systems thinking tools.
- To identify, assimilate and apply system thinking needed for organizational problem solving.
- To map organizational systems for enhancing systemic efficiency and effectiveness.

2. Workshop Contents:

- Systems thinking:
 - Difference between systems thinking and traditional analysis.
 - Need for systems thinking.
- Mapping systems:
 - Identifying system elements.
 - Mapping inter-dependency among elements.
 - Mapping the dynamic interaction among elements.
 - Mapping the dynamic forces underlying complex systems.
- System archetypes:
 - Limits to growth and enhancing growth
- Formulating systemic solutions:
 - Formulating long term and lasting solutions.
- Applications of systems thinking:
 - Organizational diagnosis.
 - Problem diagnosis
 - Organizational behavior.
 - Success and Failure analysis.

Leadership Programs



- Leadership competency development
- Team Building

Workshop and Intervention on Leadership Development

1. Objectives:

- 1.1** To catalyze the identification and assimilation of leadership competencies.
- 1.2** To explore leadership competencies and their application in different work scenarios.
- 1.3** To catalyze the enhancement of leadership competency.
- 1.4** To enable the participants to find the strengths of their respective teams and to leverage them for vision achievement.
- 1.5** To catalyze the creation of a personal leadership strategy by each participant based on his/her own strengths.

2. Pedagogy:

- 2.1** Case analysis
- 2.2** Application centered competency development.

3. Workshop Format:

- 3.1** Leadership competency identification:
 - 3.1.1** Case analysis.
- 3.2** Leadership competency development:
 - 3.2.1** Emotional Intelligence.
 - Perceiving emotional fallouts and responding.
 - Avoiding emotional withdrawals
 - Making emotional deposits.
 - Creating alignment.
 - 3.2.2** Enabling performance.
 - Formulating strategy for performance.
 - Enhancing competency.
 - Managing processes.
 - Aligning mental patterns.
 - 3.2.3** Leveraging talent.
 - Identifying and utilizing talent.
 - 3.2.4** Formulating vision and mission and values.

Workshop on Team Building

1. Objectives:

- 1.1 To assimilate the need for and utility of teams.
- 1.2 To evolve and crystallize a model for team building
- 1.3 To enhance the team building competencies of participants which impact:
 - Team alignment.
 - Team performance.

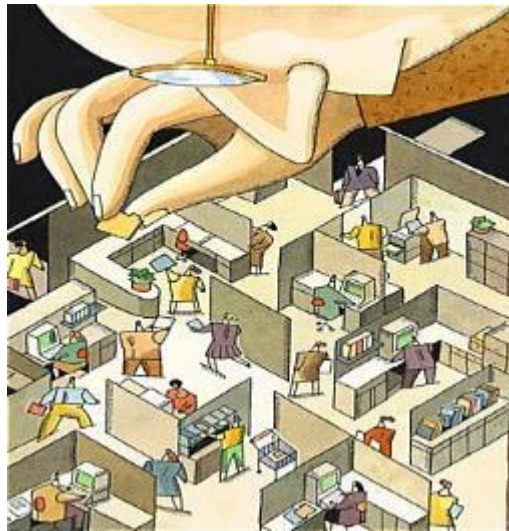
2. Pedagogy:

- 2.1 Active participation tools.
- 2.2 Learning games.

3. Workshop Contents:

- 3.1 Power of Teams:
 - 3.1.1 Comprehending team synergy.
- 3.2 Team parameters:
 - 3.2.1 Parameters that define a team and differentiates it from a group.
- 3.3 Team building skills:
 - 3.3.1 Alignment:
 - 3.3.1.1 Emotional intelligence
 - 3.3.1.2 Communication
 - 3.3.1.3 Conflict resolution
 - 3.3.1.4 Inter-dependence.
 - 3.3.2 Performance:
 - 3.3.2.1 Shared vision and strategy.

Organization Development



- Mentoring and Coaching
- Team Building intervention
- Appreciative Inquiry

Workshop and Intervention: Mentoring & Coaching

1. Program profile:

- 1.1 Concept & significance of nurturing talent
- 1.2 Coaching approaches & practices
- 1.3 Systems & practices for effective mentoring and coaching.
- 1.4 Coaching, counseling and mentoring skills.



2. Objectives:

- 2.1 To identify and assimilate the competencies for nurturing talent.
- 2.2 To assimilate competency of identifying talent.
- 2.3 To assimilate competency profiling and the competency development process.
- 2.4 To apply the competency development process for nurturing specific competencies.
- 2.5 To map the process of coaching/mentoring/counseling and to synthesize the associated skills.

3. Program contents:

- 3.1 Famous mentor-protege pairs.
- 3.2 Mentoring process.
 - Identifying strengths
 - Formulating professional and life strategy
 - Strength development process
 - Executing strategy
- 3.3 Coaching process.
 - Competency development
- 3.4 Coaching /counseling skills.
 - Nurturing talent.
 - Competency development process.

Team Building Intervention

1. Objectives:

- 1.1** To surface team issues and put into motion a plan for resolving them.
- 1.2** To streamline work processes in the team on the basis of internal customer expectations and limitations
- 1.3** To assimilate team strengths.
- 1.4** To evolve, explore and assimilate team building competencies.



2. Process:

- 2.1** Team diagnosis.
- 2.2** Prioritization of team issues.
- 2.3** Team problem solving.
- 2.4** Action planning for resolving team issues.

3. Deliverables:

- 3.1** Action plan for enhancing team dynamics and performance.
- 3.2** Each participant will be able to highlight the positive core of the team and its strengths.
- 3.3** Each participant will be able to assimilate the team building competencies which need to be practiced on a continuous basis.
- 3.4** Team diagnosis and a resolution of key blocks to team performance.

Organization Development: Appreciative Inquiry

1. Objectives:

- 1.1 To discover organizational strengths and assimilate them in the form of a, " positive core".
- 1.2 To design an organizational vision on the basis of the positive core of the organization.
- 1.3 To create the system for converting the vision into reality.
- 1.4 To identify and consolidate the organizational high point stories which indicate the strength of the organization.
- 1.5 To evolve participants into radiators of positive energy and change.



2. Intervention Process:

- 2.1 Positive Core identification.
- 2.2 Formulating vision
- 2.3 Designing strategy
- 2.4 Execution

3. Deliverables:

- 3.1 Compilation of organizational high point stories.
- 3.2 Shared understanding of the positive core of the organization.
- 3.3 Vision of the organization in alignment with the positive core of the organization.
- 3.4 System of catalyzing positive change in the organization.

Managerial Skills



- Managerial Effectiveness
- Managing Change
- Emotional Intelligence
- Communication & Presentation Skills

Workshop: Managerial Effectiveness

1. Objectives:

- 1.1 To equip the participants with the tools for planning & strategizing.
- 1.2 To enhance the “Performance Management” competencies of participants, with respect to individuals and teams.
- 1.3 To enhance the competency of managing competencies and processes.
- 1.4 To enhance the competency of managing emotions and people.

2. Pedagogy:

- 2.1 Experiential analysis.
- 2.2 Mapping of managerial competencies.
- 2.3 Application based competency development.

3. Workshop Contents:

- 3.1 Case analysis
- 3.2 Managing performance:
 - 3.2.1 Strategy.
 - 3.2.2 Competency and process.
- 3.3. Managing competencies:
 - 3.3.1 Identifying technical and behavioral competencies.
 - 3.3.2 Competency development process.
- 3.4 Managing processes:
 - 3.4.1 Analyzing the hierarchy of processes.
 - 3.4.2 Process mapping and innovation.
- 3.5 Managing people:
 - 3.5.1 Perceiving and managing emotions.



Workshop: Managing Change

1. Objectives:

- 1.1 To assimilate the need to develop the leadership competency of managing change.
- 1.2 To examine the behavioural patterns at different stages of change.
- 1.3 To assimilate the reasons underlying resistance to change and the strategy for overcoming resistance to change.
- 1.4 To enhance the competency of participants of driving change on the basis of strengths.
- 1.5 To assimilate the model for managing change.



2. Andragogy:

- 2.1 Experiential learning process:

3. Workshop Contents:

- 3.1 Need to develop the competency of managing change.
- 3.2 Phases of Change and associated emotions.
- 3.3 Resistance to change and the strategy for overcoming it.
- 3.4 Analysing the Success and failure pattern of managing change.
- 3.5 Model for managing change.
- 3.6 Triggering change on the basis of strengths.
- 3.7 Managing institutional change.
- 3.8 Case analysis and application.

Workshop: Emotional Intelligence

Objectives:

- To expand the perception of participants regarding Emotional Intelligence and its role in personal, inter-personal and professional effectiveness.
- To explore and assimilate emotional competencies
- To synthesize the application of emotional competencies in different work scenarios.
- To integrate the emotional competencies into the following competency clusters:

- Relationships.

- Self.

- To analyze the application of emotional competencies in different life roles. Program uniqueness: Competency based training.

Workshop process:

- Experiential analysis
- Extraction of Emotional Quotient principles
- Application

Deliverables

Each participant would be able to:

- State the relevance of emotional intelligence for success.
- Assimilate the map of emotional competencies.
- Identify emotional competency gaps in self and others.
- Identify and describe emotional competencies.

HR Programs



- HR analytics
- HR audit

Workshop: HR Analytics

1. Objectives:

- To comprehend the relevance of HR analytics for enhancing the value added by the HR function to the organization.
- To make a business case for HR analytics.
- To utilize HR analytics for HR functions i.e. work force planning and staffing, training and development, performance management and reward management.
- To analyze the financial impact of HR activities and prioritize them for utilization of resources
- To comprehend and utilize the HR scorecard and the workforce scorecard
- To audit the HR function vis -a-vis HR analytics.

2. Pedagogy:

- 2.1. Application driven learning and competency development.

3. Workshop contents:

- 3.1. Business case for HR analytics.
- 3.2. HR analytics framework:
 - 3.2.1. Impact of big data on HR.
 - 3.2.2. Traditional HR vs HR analytics driven HR.
- 3.3. HR analytics: Applications
- 3.4. HR differentiation.
- 3.5. HR planning analytics.
- 3.6. Competency analytics.
- 3.7. Recruitment and selection analytics.
- 3.8. Training analytics.
- 3.9. OD analytics.
- 3.10 HR scorecard.

Workshop: HR Audit

Workshop Objectives:

- To consolidate the utility of an HR audit.
- To assimilate the methods of conducting an HR audit.
- To synthesize the scope of an HR audit.
- To map the HR systems that need auditing.
- To synthesize the HR auditing process.

Facilitation Process:

- Case application and analysis

Workshop Contents:

- Examining the purpose and utility of HR audit.
- Identifying and integrating the elements of HR audit.
- Mapping the scope of HR Audit.
- Methods of conducting an HR Audit.
- Identifying and assessing the different systems of conducting an HR audit
- HR Strategy and Systems
- HR metrics
- HR Audit deployment.
- HR Audit Report template.

Workshop: Customer centricity

1. Objectives:

- To analyze the need for developing customer centricity in an organization.
- To map the customer's journey.
- To identify customer touch points and the competencies that need to be practiced for a good customer experience.
- To identify, prioritize and innovate processes for enhancing customer value.
- To formulate a strategy for creating and sustaining customer centricity.



2. Workshop Contents:

- Customer: Who?
 - Customer segments
- Customer Centricity: Why?
 - Correlation between customer centricity and organizational success.
- Customer Centricity: What?
 - Key elements of customer centricity
- Customer Centricity: How?
 - Customer Needs
 - Relationship between customer needs and customer satisfaction.
- Customer Journey mapping
 - Identifying customer contact points
 - Analyzing improvement opportunities at each customer contact point.
- Customer Contact Points:
 - Mapping competencies and processes at customer contact points.
- Customer focused organizational processes
 - Identifying and prioritizing organizational processes for satisfying customer needs.

Clients

- Powergrid
 - NTPC
 - Adani Enterprises.
 - ANZ Infrasonolutions
 - Accenture
 - Maruti Suzuki
 - Gillette
 - Adobe Systems
 - Nestle
 - GSK
 - ST
- Microelectronics
- Fidelity
 - Airtel
 - HCL Technologies
 - Siemens
 - Mahindra & Mahindra
 - IBM Research Labs
 - SOS Children's villages
 - NSB
 - NHPC
 - Alcatel-Lucent
 - Mahindra & Mahindra
 - Power HR Forum
 - Power Finance Corporation.
 - BPCL
 - Case construction
 - JTEKT Sona
 - VMWare

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