GHOL Training Plan

Module 1: Accountability: Key to Your Personal and Professional Success

Topics, Skillset and Learning Elements	Training Flow	Expected Learning Flow	Expected Outcomes
Course Duration Offline: 4 Hours Key Skill sets: - Growth Mindset Development - Assertive Communication **Note:** Aligned to **"Accountability, Ownership, Professional Growth & Development"** at Maruti Techlabs **Learning Elements:** - **1 Video clip** - **1 Quiz** - **1 Case-study** - **2 Group Discussions** - **2 Classroom Activity** - **2 Reflection Exercise**	Discuss a short video clip on accountability	Learners understand the concept of accountability at work and the difference between accountability and responsibility	Understand the difference between responsibility and accountability
	Float a short quiz to summarise the understanding	They summarise learning through evaluating their own accountability level in a safe environment	
	Facilitate a group discussion on a case study (preferably in your organisational context or that of an IT industry context) to identify to key areas of improvement	Learners will be able to identify TWO key areas of improvement from a list of other areas and identify **Key barriers** in enhancing accountability at work	Align personal goal with professional goal
	Conduct a reframing activity to turn negatively-connoted responsibility into positive accountability (1st Area of Improvement)	Learner will acquire skills to develop growth mindset	Change fixed mindsets to growth mindsets

Assessment: Submission of Online Assignments **Impact Study** - Feedbacks - Evidences (KPI/KRA)	Role-play based on THREE real-life work scenarios that demands higher accountability	Learner will understand language, structure, and strategies to communicate their expectations and job roles in a friendly and progressive work environment	Communicate effectively to understand job roles and expectations at work
	Explain and demonstrate a FOUR weeks template to practise accountability at work	Learners will get a blueprint to develop accountability at work for their professional growth and development (This could be a part of the online course assignment)	
	Question/Answers and Feedback	Allow the learner to clear any doubt, queries, or questions they may have from the above session before they leave the session	

Module 2: Navigating Customer Centricity in the Digital Age

Topics, Skillset and Learning Elements	Training Flow	Expected Learning Flow	Expected Outcomes
Course Duration Offline: 4 Hours Key Skill sets: - Problem Solving & Conflict Resolution - Listening & Questioning **Note:** Aligned to the "**Customer First"** value at Maruti Techlabs **Learning Elements:** - **1 Business story** - **1 Written Exercise** - **1 Group Discussion** - **1 Classroom Activity** - **1 Role play** **Assessment:** Submission of Online Assignments **Impact Study**	Tell a story from the business world to highlight the importance of customer centricity for the success of any organisation.	Learners realises the importance of Customer Centricity in achieving personal and organisational goals	Develop awareness about the importance of customers in any business success
	Create a Customer Avatar Chart (B2B / B2C) Activity2 based on their understanding of their customers Elicit clear description of a customer	Learners will gain a clear understanding of who their customers are, why and how do they need to serve them	Develop empathy towards their customers and realise a servitude mindset
	Facilitate a group discussion based on 2 real life work scenarios to identify challenges interacting with your customers SC-1 that worked for customers SC- 2 that did not work for customers	Learners will be able to identify TWO key areas of improvement from a list of other areas and identify Key barriers	Identify major challenges in effectively dealing with customers (B2B/B2C)

- Feedbacks - Evidences (KPI/KRA)	Provide a problem scenario to solve challenge faced in SC-2	Learners will go through a step-by-step problem-solving method	Solve problem related to a real-life work scenario
	Role plays on a customer interaction based on a scenario	Plan to integrate the learning in your day-to-day job duties	
	Learners will complete notes and create a list of questions based on a real-life customer interaction audio clip	Learner will acquire key listening strategies and questioning techniques to gather data	Apply Listening and Questioning Skills (Empathy)
	Explain and demonstrate a 4 weeks templates to practise customer-centricity at work	Learners will get a blueprint to develop accountability at work for their professional growth and development (This could be a part of the online course assignment)	Learn to integrate the above-said learnings for the next 4 weeks
	Question/Answers and Feedback	Allow the learner to clear any doubt, queries, or questions they may have from the above session before they leave the session	

Module 3: Unleashing The Power of Tech Teams

Topics, Skillset and Learning Elements	Training Flow	Expected Learning Flow	Expected Outcomes
Course Duration Offline: 4 Hours Key Skill sets: - Trust Building - Emotional Intelligence **Note:** Aligned to **"Teamwork, Respect & Fun at Work"** **Learning Elements:** - **1 Ice-breaker activity** - **1 Group Discussions** - **2 Classroom Activity** - **1 Case study** **Assessment:** Submission of Online Assignments **Impact Study** - Feedbacks - Evidences (KPI/KRA)	Begin the session with an ice-breaker: Eg Two truths and a lie	Learners create a friendly and open atmosphere to communicate	Develop rapport a very personal level with fun
	Facilitate a team-building exercise and debrief (eg:Building a bridge / the tallest tower)	Learners will experience various dynamics of a winning team. They will also realise the reasons why teams fail	Identify various thinking and behavioural patterns leading to the success / failure of a team.
	Explain the general communication model Facilitate a group discussion on factors contributing to team success and failures based on the above-said activity. This can be supported by a business-case study	Learners will identify their personal and teams' strengths and weakness	Identify personal bias and beliefs about "trusting others"
	Conduct a reframing activity	Learners will identify and transform negative thinking patterns, emotions behaviours	Identify emotions at play and develop strategies to make them favourably work for the given

		that act as barriers to trust to positive ones	situation
			Reframe thinking and impact emotions and behaviour
	Explain and demonstrate a 4 weeks templates to practise team- work	Learners will get a blueprint to develop teamwork towards creating an engaging and resourceful work climate (This could be a part of the online course assignment)	
	Question/Answers and Feedback	Allow the learner to clear any doubt, queries, or questions they may have from the above session before they leave the session	

Module 4: ServiceSprint: Accelerating Excellence in Customer Service

Topics, Skillset and Learning Elements	Training Flow	Expected Learning Flow	Expected Outcomes
Course Duration Offline: 4 Hours Key Skill sets: - Setting priorities and managing time - Giving and Receiving feedback techniques **Note:** Aligned to the **"Service Excellence"** value at Maruti Techlabs **Learning Elements:** - **2 Video / Presentation** - **1 Quiz** - **1 Case study** - **1 Classroom Activity** **Assessment:** Submission of Online Assignments **Impact Study**	A video demonstrating understanding of service excellence	Absorbing "excellence" both as a personal and professional goal	Develop a "service excellence" mindset
	A quiz to gauge factors related to current practices and and understanding expectations	Learners will have an understanding of expectation regarding practices at work	
	Discussing a case study to understand performance expectation typically in an IT work environment	Learners will be able to identify TWO key outcome areas, its impact and pathway to achieve them	Identifying scope of improvement and a blueprint to achieve them
	Exercise: Planning and Prioritization	Learners will use the knowledge of various time management theories and tools to learn planning and prioritisation	Acquire planning and prioritisation skills
	A video / an instructor led-demonstration on giving and receiving feedback	Learners will understand language, process, and strategies to give and receiving feedback at	Acquire skills and strategies related to giving and receiving feedback

- Feedbacks - Evidences (KPI/KRA)		work	
	Explain and demonstrate a 4 weeks templates to practise time management and continuous service improvement using feedback loop	Learners will get a blueprint to practise time management skills. They will also apply strategies of giving and receiving feedback (This could be a part of the online course assignment)	Improve performance continuously based on feedback
	Question/Answers and Feedback	Allow the learner to clear any doubt, queries, or questions they may have from the above session before they leave the session	