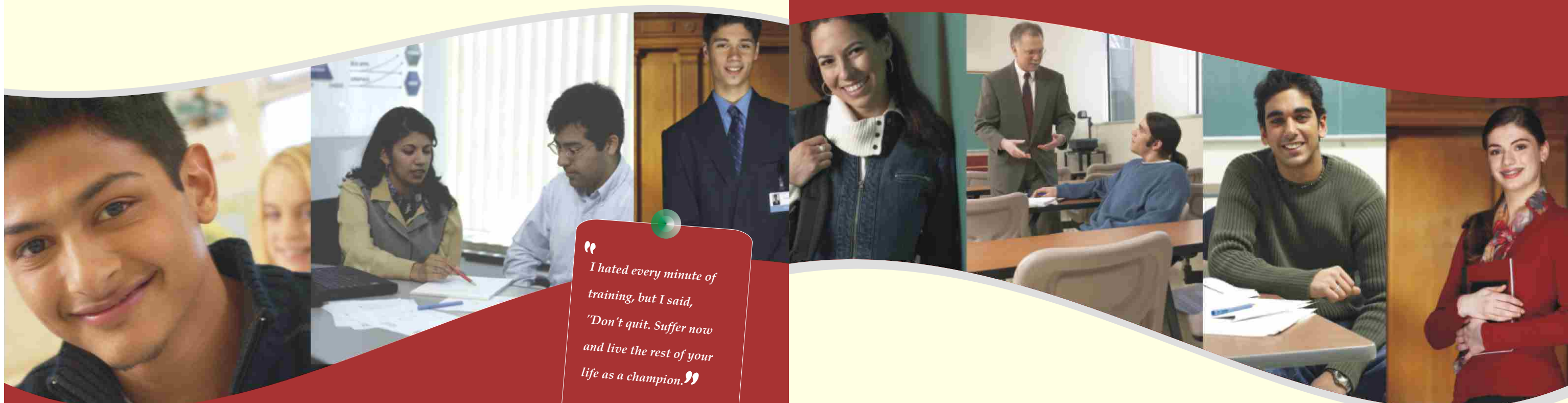


*“Learn as if you were going to
live forever. Live as if you
were going to die tomorrow.”*

- Mahatma Gandhi



*“I hated every minute of
training, but I said,
“Don't quit. Suffer now
and live the rest of your
life as a champion.”*

- Muhammad Ali

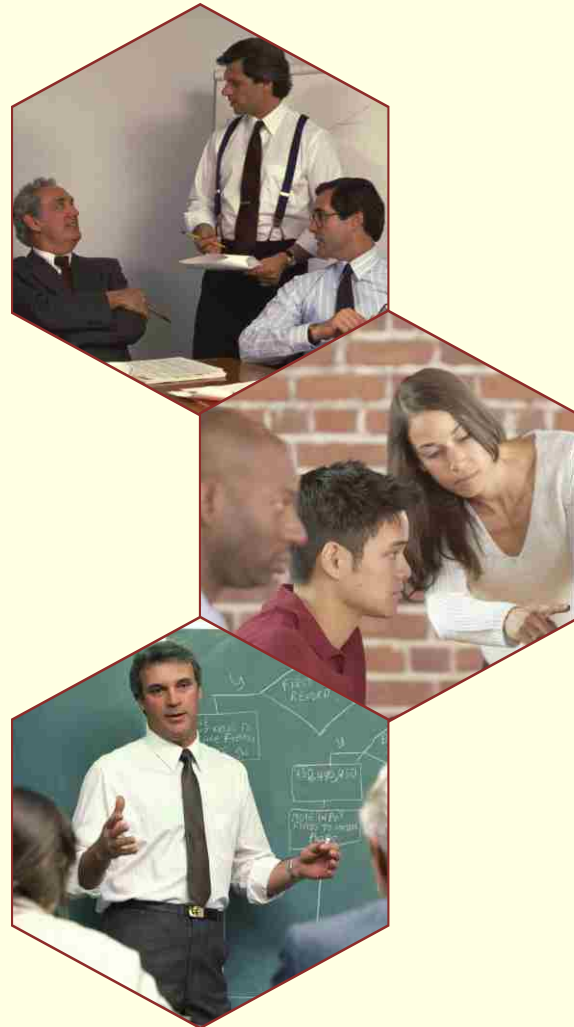
For your training requirements, please contact:
Consortium Centre for Management Excellence
(A division of Consortium Strategic HR Solutions Pvt. Ltd.)
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CONSORTUUM
Centre for Management Excellence

Introduction

Centre for Management Excellence believes in providing value added services to its clients by way of understanding, analyzing, developing and imparting training for development of competencies of the employees so as to attain organizational excellence. Backed by visionary professionals to help the organizations to meet the rapidly changing needs of the organization and industry for sustained growth and enabling them to stay competitive in the fast changing global economic scenario. The emphasis is on learning that reflects real business situations, allowing participants to learn valuable skills that can be easily applied at the workplace aimed at tangible and intangible organizational gain.



“Excellence is an art won by training and habituation. Excellence, then, is not an act but a habit.”

- Aristotle

Training & Development Programs

SENIOR MANAGEMENT

- ◆ Vision and Mission Building
- ◆ Entrepreneurship
- ◆ Decision Making
- ◆ Transformational Leadership
- ◆ Leading and Guiding Change
- ◆ Creative Problem Solving
- ◆ Mentoring
- ◆ Prioritisation and Multitasking
- ◆ Managerial Development

FRONT LINE SALES

- ◆ Channel Sales
- ◆ Selling Skills
- ◆ Key Account Management
- ◆ Tele-Selling
- ◆ Tele Collection
- ◆ Team Building
- ◆ Communication Skills
- ◆ Handling complaints and customers
- ◆ Business Writing Skills
- ◆ Grooming and Business Etiquettes
- ◆ Video Conferencing Etiquettes
- ◆ Internal and External Customer Orientation
- ◆ Interpersonal Skills

MIDDLE MANAGEMENT

- ◆ Change Management
- ◆ Stress Management
- ◆ Time Management
- ◆ Advanced Presentation Skills
- ◆ Negotiation Skills
- ◆ Coaching and Counseling
- ◆ Decision Making
- ◆ Leadership Development
- ◆ Personal Effectiveness
- ◆ Interviewing Skills
- ◆ Team Management
- ◆ Analytical Problem Solving
- ◆ Employee Motivation
- ◆ Sales Management
- ◆ Strategic Management
- ◆ Conflict Management
- ◆ Financial Management
- ◆ Market Intelligence
- ◆ Project Management

OUTBOUND ACTIVITIES

- ◆ Team Building
- ◆ Inter personnel skill
- ◆ Leadership
- ◆ Inter personnel communication
- ◆ Attitudinal transformation
- ◆ Customer behavior
- ◆ Team spirit
- ◆ Stress Management
- ◆ Crisis Management
- ◆ Decision making
- ◆ Work Life Balance

SUPERVISORY MANAGEMENT

- ◆ Complaint Handling & Handling Irate Customers
- ◆ Effective Communication Skills
- ◆ Negotiation Skills
- ◆ Presentation Skills
- ◆ Stress Management
- ◆ Time Management
- ◆ Decision Making
- ◆ Performance Management
- ◆ Personal Effectiveness
- ◆ Team Management
- ◆ Channel Management
- ◆ Goal Setting
- ◆ Employee Motivation
- ◆ Sales Management
- ◆ Positive Thinking

“Training gives us an outlet for suppressed energies created by stress and thus tones the spirit just as exercise conditions the body.”

-Arnold Schwarzenegger

Training & Development Programs

RETAIL TRAINING AND MANAGEMENT

- ✓ Instructor Led / Blended Learning
- ◆ Management Development Program/ Supervisory Effectiveness
- ◆ Induction Training
- ◆ Stores Operation and Standard Operating Procedures
- ◆ Merchandising Skills
- ◆ Customer Service Orientation
- ◆ Promotions Planning
- ◆ Market Intelligence Study
- ◆ Retail Value Added Services
- ◆ Revenue Maximization
- ✓ Performance Coaching (in-store & on-the Field)

APPLICATION PROGRAMMES

- ◆ Activity based costing
- ◆ Balance score cards
- ◆ Competency mapping
- ◆ Quality Trainings
- ◆ Assessment Centers
- ◆ Mentoring
- ◆ Coaching
- ◆ Developing Life plans
- ◆ Developing Career Paths
- ◆ Talent Management
- ◆ Succession Planning

TECHNICAL PROGRAMMES

- | | |
|--|---|
| <ul style="list-style-type: none"> ◆ How to Improve Work Place - through 5s ◆ Six Sigma ◆ DMAIC Training ◆ Quality Policy & Quality Objective ◆ House Keeping ◆ Customer Satisfaction ◆ Waste & Waste Elimination ◆ Safety Management & Standard Awareness ◆ Problem Solving ◆ Creative & Innovation thru Value Engg. ◆ Process Cycle Time • Compression ◆ TQM ◆ Customer Complaint ◆ Competing through Excellence in Manufacturing ◆ Internal Audit ◆ S P C | <ul style="list-style-type: none"> ◆ Continuous Improvements ◆ F M E A ◆ Error & Mistake Proofing ◆ Process Control & Planning ◆ Process Orientation ◆ How to Minimize Hazards & Waste through ISO-14001 ◆ Statistical Concept for Common Use ◆ KANBAN ◆ Lean Manufacturing ◆ Customer Orientation Workshop ◆ World Class Manufacturing ◆ Stratezgc Supply Chain Management |
|--|---|

CONSULTANCY PROJECTS

- ◆ Employee Satisfaction Survey
- ◆ Training Need Analysis

And Many More.....

"I never teach my pupils; I only attempt to provide the conditions in which they can learn."
- Albert Einstein

Centre for Management Excellence also conducts open house programs / seminars / conference / workshops and HR Summit on emerging issues and concerns of the organizations and changing paradigm in light of the business scenario in the global economic environment.

Training & Executive Development Models.

Training Process Outsourcing

We offload entire training and development function from the Organizations to manage and execute each and every aspect of training viz.:

- Need assessment and analysis
- Interacting with management and employees
- Developing the training & development plan
- Training calendar
- Developing modules and training material
- Conducting/delivery of specific training
- Maintaining database, files, System and procedures
- Evaluation of effectiveness in context of impact on Business
- Continuous feedback and establishing a learning process in the organization
- Monitoring to meet the organizational Training & Development objectives by placing our trained personnel on site and offsite locations to attain organization excellence.

Coaching and Mentoring

Provide our coaches/mentors/trainers who will continuously guide employees or team on ongoing basis to improve their performance by putting knowledge, skill and attitude into actual practice.

Management Development Programmes

Aimed at building and developing competencies for senior level executives of the organization who would be the key drivers in continued business development perspective to bridge the phenomenal gap between the market compulsion & cutting edge technologies in the changing environment.

Experiential Learning

Using the combination of various forms of learning such as class room training, psychometric instruments, inbound and outbound activities to enable participants to understand and apply erudite knowledge and skill within a single initiative. Such initiatives help participants become more aware about self and team. This technique is more popularly used for middle and senior level positions for leadership and management development programmes.

Instructor Led Training

This refers to the classroom training activity comprising of role plays, presentations, exercises and case studies etc.

Customized Training

This refers to imparting training to the group of employees on specific topic on the basis of issues and concerns and thrust areas of the respective organizations by using different methodologies suiting to the participants and the training need.

"There is nothing training cannot do. Nothing is above its reach. It can turn bad morals to good; It can destroy bad principles and recreate good ones; it can lift men to angelship"
- Mark Twain

Methodology

We appreciate that training represents a significant investment for your organization which is why training is designed to provide you with a range of flexible options to suit your training needs and your budget

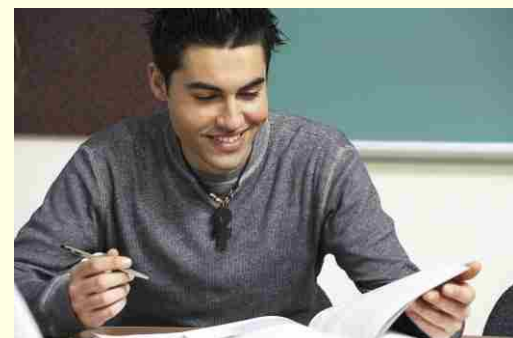
The benefits

- A dynamic programme specifically tailored to your requirements
- You choose the time and place. If you hold it on your own premises you can save valuable time and travel costs
- Training is priced by the day and not the delegate which provides a cost effective solution if you have a number of people with the same training need
- The programme will fit within your organization's culture and enhances working relationships and team working between colleagues



"Leadership and learning are indispensable to each other."

- John F. Kennedy



Distinguished Trainers / Faculty

Consortium Centre for Management Excellence has on panel a pool of trainers from academics, industry, young and retired professionals, with vast experience in their field. The trainers deliver the programme according to the organizational requirements, level of participation, areas of delivery, organization capacity and willingness for commercial investments.

Consortium believes imparting training by using appropriate tools and techniques and intervention approach. A few being important are mentioned below:

- Instructor led (Classroom Lecture based / Interactive)
- Discovery learning
- Question based discussion
- Exercise / tests
- Role play
- Dramatic Presentation
- Group discussions
- Brainstorming sessions
- Explanation / lecture
- Psychometric tools
- Presentation
- Game plays
- Case studies



"The beautiful thing about learning is that no one can take it away from you."

-B.B King