



Training & Development



Method
Benefit Value
Success

HR MANAGEMENT QUOTIENT 100%





IIPM

...OUR ROOTS

1973

Founded in 1996 by renowned economist Prof. Arindam Chaudhuri, Planman Consulting started its operations as an offshoot of 25 years of research of the global economy undertaken by leading researchers & academicians at IIPM.

Planman is a management consulting firm and hence, in all its business interests, Planman incorporates an extremely high level of consulting commitment for its clients. Wherever, whenever, however, Planman attempts to improve dramatically the process performance of global corporations through its consulting enterprise.

IIPM is one of the leading and most respected business schools in India. Live case studies and industry examples of IIPM & Planman have been noted and honored at diverse institutions and organizations. The value that IIPM & Planman commit to bring to corporations is that of thrilling change and dynamic vision; and these programmes are a furtherance of such commitment.

Training & Development Dossier

Keynote



Prof. Arindam Chaudhuri
Founder Chairman &
Managing Director, Planman Consulting

An economist, management Guru, author, social thinker, and a daring entrepreneur... all rolled into one enigmatic personality, Professor Arindam Chaudhuri is also the Dean, Centre for Economic Research & Advanced Studies at the Indian Institute of Planning & Management, an institute renowned for its academic innovations and socio-economic contributions. He is the author of two National Best Sellers, "Count Your Chicken before They Hatch" and the "Great Indian Dream", and is also a celebrated speaker who has mesmerized a countless audiences in premier academic institutions and in some of the world's biggest corporate houses.

Business is ever changing with every nuance of geology, politics and economics. Things that really don't change are the "WHATs" of business, what are we doing, where do we want to go, the Mission, Vision and Goals.

What is changing with this nuance is the "HOW" in terms of personal values and attitudes. This reminds me of two words in Greek Poiesis and Praxis, while Poiesis is the creation, Praxis is the practice of such a creation.

In hindsight, businesses have taught us a lot of "WHAT". Now it's time to take it to a virtuous level of eupraxia (the best practice) where an individual's personal ethics, economics and politics play a significant role. To bring about this change we cannot just educate but invest in an edification.

This is where the concept of the right training becomes relevant. In this ever-changing ecosystem, there is a new found requirement of a resource that edifies more than educates. In my perspective this is going to be the new-gen training concept.

Where the poiesis is led to eupraxia, by edification.

About Planman

Planman Consulting is India's largest multi interest consulting and business Services Corporation engaging a variety of organizations, institutions and enterprises in diverse industry and government verticals. We strive to deliver significant advantages and value to our clients and partners through innovative services and flexible solutions.

Planman Consulting's core competency remains its people. Our Project teams have expertise across industries in various field like-Management Education; Marketing Research, Public Relations, Advertising & Branding, HR Consulting, Training & Development, Manpower Recruitments, Filmed Entertainment, Information Technology Enabled Services, Financial Consulting and Global Strategies and Investment Consulting.



Planman has offices in New Delhi, Mumbai, Bangalore, Pune, Hyderabad, Ahmedabad, Chennai and Kolkata.



Our Value

Proposition



Top performing organizations are in a constant need to build highly motivated and a self directed team of professionals. We at Planman Consulting provide a stack of training solutions that can help your organization build these competencies.

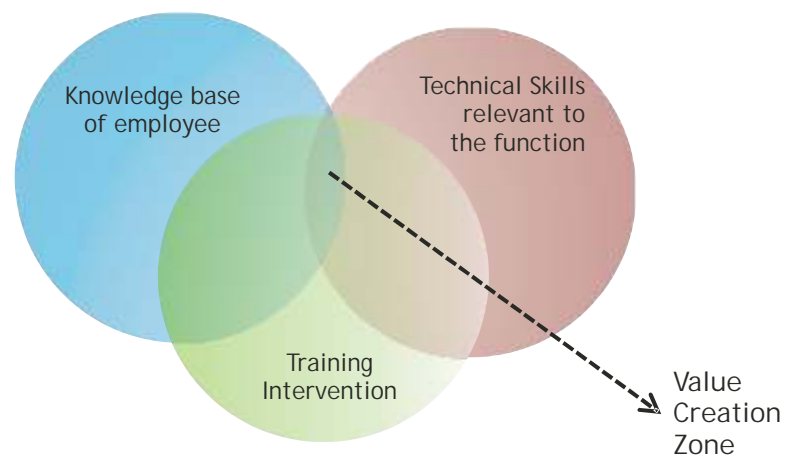
We achieve this through specific **behavioral** and **functional** training interventions. Our training programs offer value by helping individuals apply concepts to complex business situations, hence increasing productivity and efficiencies at work . Our time tested training methodologies are based on the principles of adult learning.

Planman Consulting helps individuals align themselves to organisation's goals & acquire skills to augment their effectiveness, thus improving bottomlines & enhancing their career.

Our team of trainers is a prominent mix of academicians, industry experts and widely experienced 'Facilitators' who provide our clients with cutting edge services and solutions.

Our career in training can be defined by our achievements, at Planman we have:

- **Trained over 60,000 professionals across industries**
- **Trained over 10,000 leadership profiles**
- **Over 550 clients across the Asia Pacific Region**
- **27,000 hours of Training Experience**



Training Approach

Our philosophy is to customize programs based on the profile and the needs of the organization. Our courses are therefore developed through - a modular methodology, which enables us to meet your time and training needs, focusing only on your priorities.



➤ Identification

We look at training need identification as the most important part of the Client Engagement Process. Our advisors and research team through its expert panel of consultants, develops an effective and efficient TNA (Training Need Analysis) process. We invest considerable time and effort in understanding and identification of learners' needs and defining alignment between training needs and business objectives. Varying with your organisational needs, budget and time factor, we adopt different tools like questionnaires, focus group techniques, observation tools, data analysis or a combination of these.



➤➤ Implementation

Planman believes in the experiential training approach, we seek to encourage autonomy and empowerment in individuals through case studies, assignments, role-plays, games and exercises, simulations and 'Action Plans' in order to ensure practical and measured applications at the workplace.



➤➤➤ Value Creation

This is the most significant aspect of training wherein the actual benefit from the training is realized. We employ tools like questionnaires, 360° Feedback, collective data analysis to evaluate the training impact at 3 different levels: Reaction, Learning, and Action. This helps the organization realize the efficacy of the training intervention. These tools help the organization evaluate and retain individuals based on their core competencies



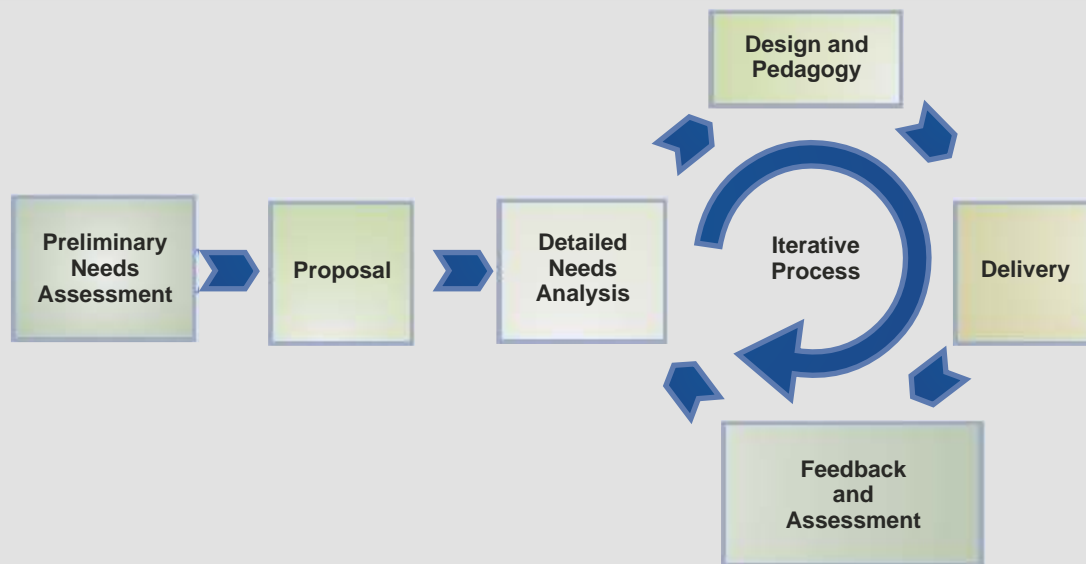
Training Roadmap



Our training process is an iterative one, in which we constantly evolve for our clients. As businesses are dynamic so are the needs of the intervention. At Planman Consulting, our thrust is on offering that dynamism to your organization. Hence a high level of customization is done starting from the needs assessment to the delivery. This process involves all levels of our training research team giving you the highest value for your requirements.

Planman Training Solutions follows a unique approach to training. We see training from the perspective of a business case and try to get to the root of the problem. The focus is on the development of a strategic direction for the client. Once this direction is determined, the rest falls into place.

This roadmap enables Planman Training Solutions to provide a holistic, comprehensive solution that takes into account the client's unique culture, background, etc.



Instruction Design

Our training methodology ensures that the module - its objectives, methods and materials - take into account the unique experiences of the participants. In this way learning is participant-centered, with the trainer assuming the role of a 'facilitator' - someone who guides and supports the participants through their learning experiences.

Business Impact **100%**

Applying these Skills to solve complex situations

Application

Through feedback and continuous learning

80%

Developing Specific Skills, which are relevant to the business context

Skills

Through case studies, activities and role plays

Building a Sound Knowledge base using concepts

20%

Knowledge

Our Expertise



People Development

- Cross Culture Management
- Emotional Intelligence
- Creativity & Innovation
- Change Management
- Workforce Diversity Management
- Conflict Resolution
- Problem Solving and Decision Making
- Ethics, Value and Vision
- Managerial Effectiveness
- Lateral Thinking
- Innovative Strategic Planning
- Strategic Business Thinking

Personal Development

- Communication Skills
- Advanced Business Communication
- Time Management
- Stress Management
- Goal Setting
- Work Life Balance
- Personality Development
- Business Etiquette
- Process Orientation
- Influencing Skills

Supply Chain Management

- Logistics Strategy
- Inventory Management
- Sourcing and Procurement
- Strategic SCM
- Supply Chain Operations
- Strategic Resource Analysis

Management Development Programmes

- The Leadership Boot Camp
- Coaching and Mentoring Skills
- Adapting To and Leading Change
- Leading High Performance Teams
- Leadership Effectiveness & Emotional Intelligence
- Supervisory Skills
- Transformational Leadership
- Managing Organisational Change



Our Expertise

Human Resource

- Basic HR for Non-HR People
- Interviewing Skills
- Train The Trainer
- Organisational Branding to Attract Talent

Outbound Programs

- Building High Performance Teams
- Creating Team Synergy
- Team Effectiveness
- Interpersonal Effectiveness
- Trust and Fostering Collaboration

Finance for Non-Finance

- Basic Budgeting for Non - Finance Managers
- Finance for Non-Finance Executives
- Strategies for Cost Reduction
Taxation

Sales Skills

- Selling Techniques
- Leading Sales team
- Channel Management
- Vendor Development
- Negotiation Skills
- Customer Service Excellence
- Strategizing Valuable Relationships
- Probing Skills
- Key Account Management

Excelling in the ITES Domain

Voice Based Operations

- Customer Service Skills
- Cross Culture Sensitization
- Accent Neutralization

Non-Voice Operation

- Standard Operating Procedures (SOP)
- Typing Speed and Accuracy



Success So Far



Govt. & PSUs

HAL, Department of Health Eastern & Northern Province (Srilanka), Municipal Corporation of Hyderabad, DRDO, Ministry of Finance, Deptt. of Posts, BEL, BECIL, NTPC, NALCO, Singareni Collieries

Banking

ABN Amro, Kotak Mahindra Bank, ICICI Bank, Standard Chartered Bank, UBS, Barclay, Deutsche Bank, RBS, American Express

Consulting

Deloitte Touche Tohmatsu India Pvt. Ltd., Merrill Lynch, KPMG, Fair Isaac

FMCG

Daikin, Danisco, Merino Industries, Nestle, Coke, Citizen, Godrej Agrovet, Pepsi Co, Dominos, SAB Miller, ITC Foods, Fonterra, Vijay Agencies, Crompton Greaves, Tetrapack Monsanto, McDonalds, Hitachi, LG, Godrej Hicare, Watawala Plantations (Srilanka)

Manufacturing

Eicher, GHCL, 3M, Areva T&D, Thirumalai Chemicals, Tyco Fire & Security India, Carbone Lorraine India, Grundfos, Pitti Laminations, Time Products, Pall India, Venus Home Appliances, Linc, Foster Wheeler, Flour Daniel, ICIO, Mukand, Hansen Transmission

Media and Advertising

Bennett & Coleman, MAATV, HT Media

Insurance

MAX, TATAAIG, Metlife, Mahindra & Mahindra Financial Services, Reliance Money, Tata AIG, Future Generali, ICICI Prudential, Morgan Stanley, Met Life

Pharmaceuticals & Healthcare

W.H.O, Ozone Pharma, Cadilla Pharmaceuticals, Lupin Pharma, Sterling hospitals, Govt of Srilanka-Dept of Health Eastern Province and Northern Province, MERCK Pharmaceuticals, Guardian Pharmacy

Infrastructure

OTIS, Sahara, Saurashtra Cements, KNK Swamy & Co., Dalmia Cements, Lanco, Aparna Constructions, Jumbo Constructions

Telecom

BSNL, Airtel, Tata Telecom, Nokia, Siemens Network, Nokia, Sagem, Spice, Idea, Vodafone, Aster

IT

Autodesk India, Redington, Cades Digitech, Satyam, IBM, Rambus Chip Technologies, KPIT Cummins Info systems, HCL, Ramco Systems, Kanbay, Infotech Enterprises, MWH Global, KPIT Cummins, Cognizant, Sybase, Geometric, Tulip Software, Sify

Power

Alstom, NDPL, GE Energy, Sun Technics Energy Systems, Emerson, Siemens

ITES

Green Field Online, Arvato, Ibilt Technologies, Aricent, FLSMIDTH, Vertex, Zenta

Automobile

Audi, Pricol Limited, Ashok Leyland, Maruti, Schefenacker Motherson, Ford, Piaggio

Real estate

Skyline, Ukn Group, Canopy Dwellings Pvt. Ltd., Ascendas Management Services, KPK quantity Surveyors, City Group, ICICI Home Search

Retail

Printo, Smart value, Eureka Forbes, Seventymm, FabIndia

Oil & Gas

BGEPII, British Gas, IGL, Weatherford



Testimonials

"I think Planman had done a great job in ensuring we meet our requirements as well as timelines for this project between May - Sept 2008. The design & delivery of the program met expectations as well as the response time of your team helped us deliver within short timeliness.

'Communicating Effectively in a Global Environment' was well received and met the learning outcomes.

Thanks for your support & smooth execution. Your work is greatly appreciated."

IBM India
Pvt Ltd

"Indeed many thanks for your collaborative approach and consistent interest in partnering in our business in providing service and solution which add value to my business. Planman is one organization which stands out significantly different then others:

- Offering solutions which are not " run of the mill "
- Doing business with values
- An organization which is writing different script of HR services in the industry

I wish Planman a very personal thanks and looking forward for our association beyond boundaries with all the best!"

Merck Limited.
India

"The content, conduct and coordination of the programme had been highly professional and received appreciations of high standards from all concerned."

DRDO

" It has given a good insight to all in terms of Do's & Don'ts to be followed during the client meeting along with the preparation that's to be done prior to the meeting."

Deloitte

" The telephone etiquette training enhanced the employee's knowledge in terms of handling customers & reduced their response time while talking over the phone."

OTIS

" The participants have enjoyed the process of learning as the workshops have been very interactive and learner focused, resulting in high recall and application."

Ashok
Leyland

Testimonials

"The training, made us see things from a new perspective by challenging our current way of thinking and working."

Dominos

"The unanimous feedback was that it had succeeded in fulfilling the very existent need and had set the team on a course which we would maintain in the long term."

Danisco

"Planman consulting with its excellent team of Instructors, have always endeavoured to meet our needs and make sure that our Team Building Event is a resounding success. My special appreciation for their efforts and innovativeness in organizing all our events as a talk of Ascendas."

Ascendas
Chennai

"The Training programs assisted the employees in displaying exuberant capabilities and qualities."

Gherzi Eastern
Ltd

"We want to commend you all for your outstanding efforts in preparing and coordinating the Rejuvenation workshop on Health Planning and Project Management. You and your team characterize excellence and serve as a standard for others to follow."

Health Staff of
Eastern Province,
Srilanka

"Planman Consulting has set a new standard for the trainings that are conducted in our company. We are extremely satisfied with the delivery style and the trainer."

Best World
Business Link

"Planman is good at identifying and zeroing on the exact training needs of the client. Thorough discussions are held with us for designing the programme and deciding the trainers. They have respect for time and adhere to schedules fixed. Our Sales team is an enlightened lot after undergoing the programme. The faculty did a right job in directing the energies of our people more productively."

A.C.L.

Our Philosophy

“Education is the kindling of a flame,
not the filling of a vessel”

-Socrates



New Delhi

48, Community Center, Naraina Industrial Area,
Phase 1, New Delhi - 110028

Mumbai

6th Floor, IIPM Towers,
Junction of 32nd Road & S.V. Road,
Bandra West, Mumbai - 400 050

Kolkata

697, Anandapur; E M Bypass,
Kolkata - 700107

Chennai

No. 425, 1st Floor,
Kuber Plaza, Pantheon Road, Egmore,
Chennai - 08

Bangalore

No. 86, 1st Floor, 1st Cross, 1st Block, Koramangala,
Bangalore - 560034

Hyderabad

6-3-252/2, IIPM Tower, Erramanzil, Banjara Hills,
Road No.1, Hyderabad - 500082

Pune

893/4, Bhandarkar Road,
Deccan Gymkhana, Pune

Ahmedabad

19, Inqulab Society. Opp. Sears Tower,
Gulbai Tekra, Off C.G.Road, Ahmedabad

