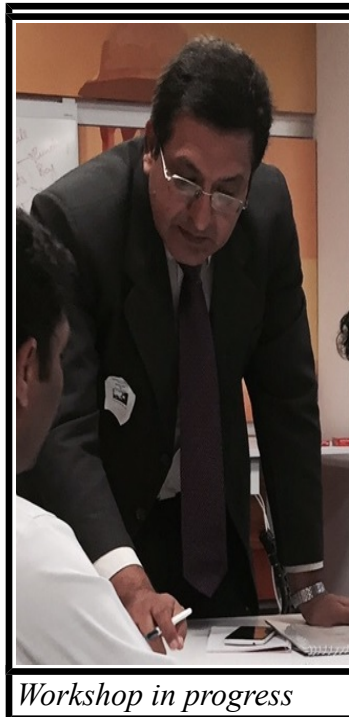




***Brochure***  
*Training Programs*



*Workshop in progress*

*" Insycon deploys innovative training programs which make a visible impact on competency and performance".*

**Index of Training Programs**

[Innovation](#) .....3

[Strategy](#).....5

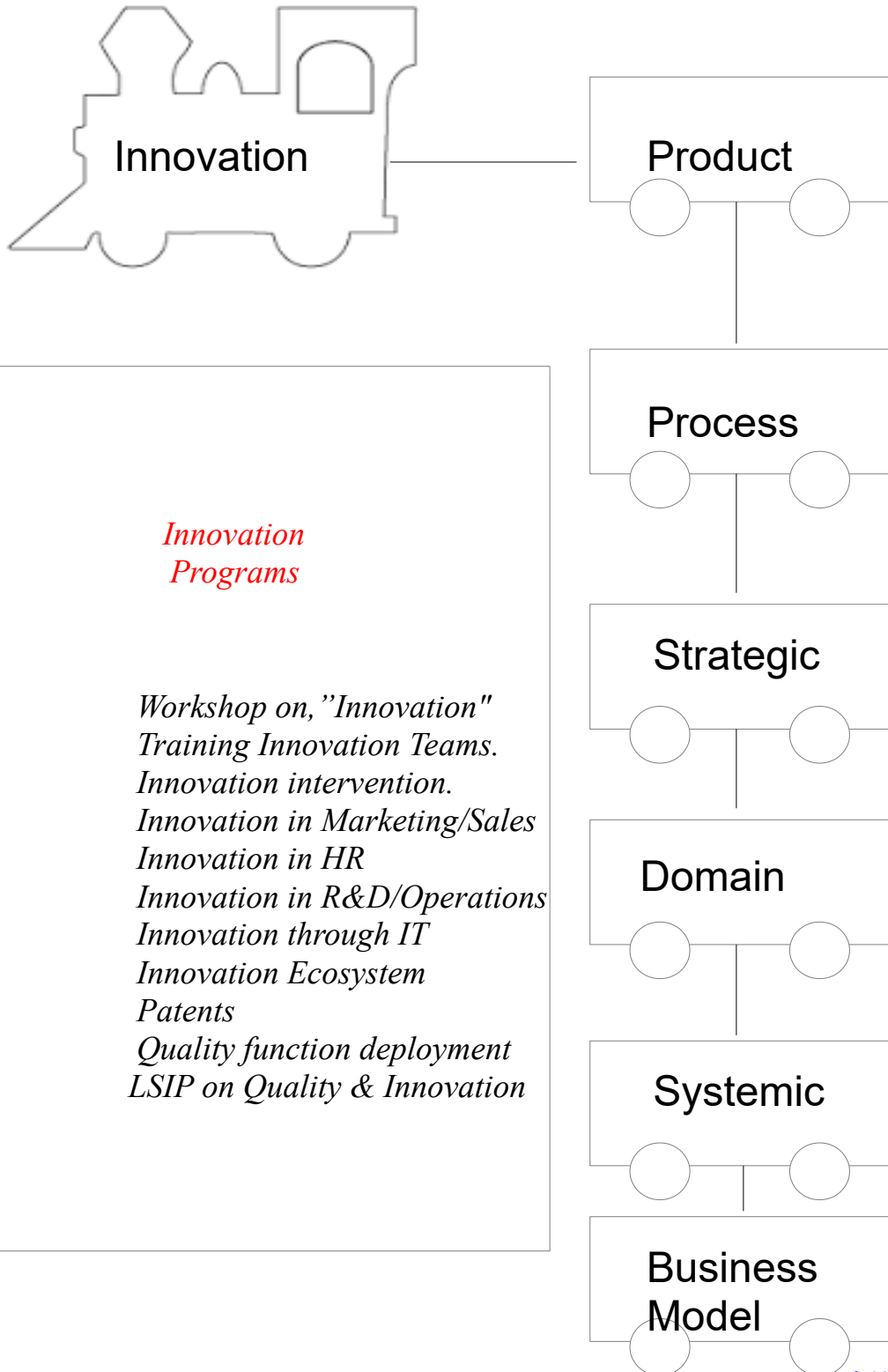
[Leadership & Soft Skills](#) .....8

[Organization Development](#) ..... 10

[HRD Programs](#) .....12

[Clients](#).....14

[Trainer's Profile](#).....15



## **Innovation Programs**

*Insycon designs customized training programs which not only develop the innovation competency but also enable its application to problems.*

## **Objectives:**

- To enhance the innovation competency of their key personnel.
- To generate innovations in key areas such as marketing, sales, R&D, operations, IT or HR .
- To develop a competitive edge through product, process, strategic or business model innovation



## **Key Features:**

- Development of the innovation competency through assimilation and application of innovation tools.
- Application of the innovation competency to innovation hot spots.
- Designing of innovations.

## **Deliverables:**

Participants will be able to:

- Utilize innovation tools to generate potent innovation designs.
- Assimilate the innovation development process.
- Convert a nascent idea into a potent innovation design, ready for evaluation and prototyping.
- Utilize tools for innovation and problem solving.
- Identify innovation hotspots
- Generate potent innovation designs in innovation hotspots in the organization.

**Strategy**  
**Programs**



*Strategy & Business Modeling*  
*Strategy for customer centricity*  
*Strategy for enhancing performance*  
*of a Strategic Poosition*

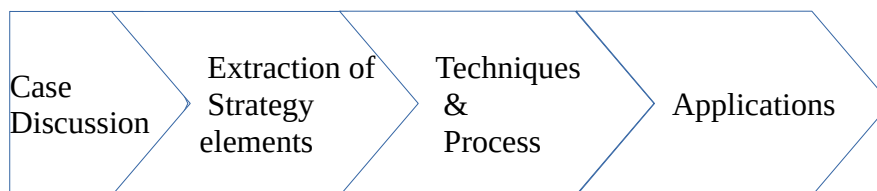
## **Workshop on,"Strategy and Business Modeling"**

### **Objectives:**

- To appreciate the criticality of the competency of,"Strategy" for organizational survival or success.
- To synthesize the components and building blocks of ,"Strategy".
- To assimilate and apply the strategy tools which have to be utilized in the ,"Strategic Management Process".
- To examine strategic innovation and value chain innovation for outperforming competition.
- To apply business modeling.



### **Process:**



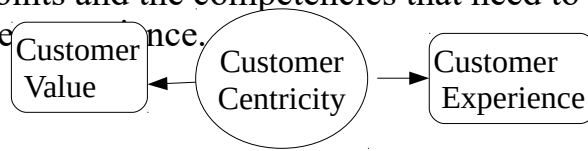
### **Deliverables:** Participants shall be able to:

- Consolidate the elements of the strategic management process.
- Generate strategic alternatives and practice strategic decision making.
- Map the value chain and identify areas for value chain innovation which would create and sustain competitive advantages.
- Formulate a strategy execution plan.

## Strategy for Customer Centricity

### 1. Workshop Objectives:

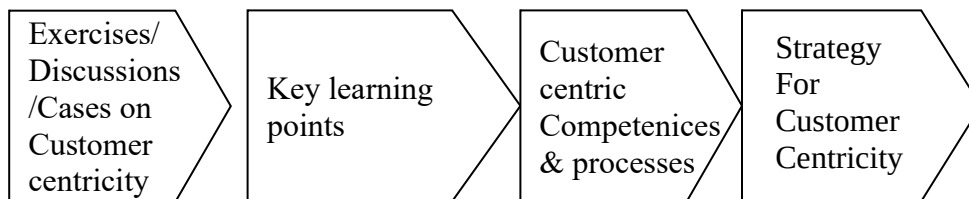
- To analyze the need for developing customer centricity in an organization.
- To map the customer's journey.
- To identify customer touch points and the competencies that need to be practiced for great customer experience.
- To identify, prioritize and innovate core processes for delivering customer value.
- To synthesize and apply the competency of proposing solutions for the business needs of the customer.
- To formulate a strategy for creating and sustaining customer centricity.



### 2. Duration: 2 days.

### 3. Pedagogy:

- Process:



- Pedagogic Tools:
  - Power point presentation.
  - Video clips.
  - Role plays.
  - Group exercises.
  - Live application

## **5. Workshop Contents:**

- Unfreezing Exercises.
- Briefing:
  - Workshop objectives.
  - Workshop process.
- Customer: Who?
  - Customer segments
- Customer Centricity: Why?
  - Correlation between customer centricity and organizational success.
- Customer Centricity: What?
  - Key elements of customer centricity
  - Defining parameters of customer centricity.
- Customer Centricity: How?
  - Customer Needs
    - Identifying customer needs
    - Analyzing and prioritizing customer needs.
  - Relationship between customer needs and customer satisfaction.
- Customer Journey mapping
  - Mapping the customer's journey
  - Identifying customer contact points
  - Analyzing improvement opportunities at each customer contact point.
  - Applications of a customer journey map.
- Customer Contact Points:
  - Mapping competencies and processes at customer contact points.
- Customer focused organizational processes

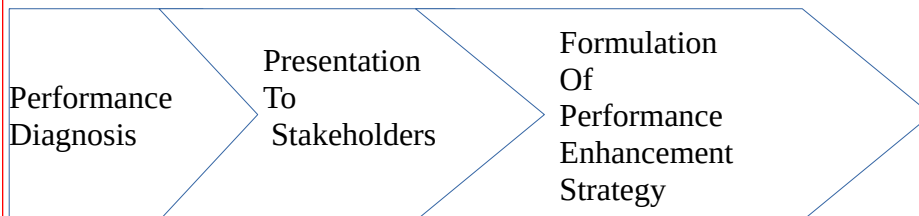


## **Strategy for enhancing performance of strategic positions**

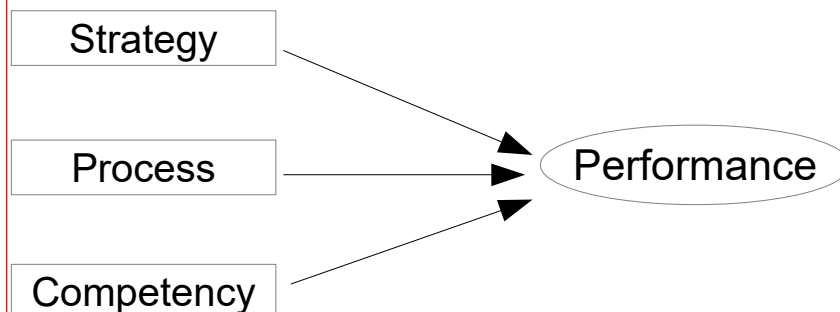
### **Objectives:**

- To catalyze the formulation of a performance enhancement strategy for a strategic position.
- To conduct performance diagnosis for the strategic position.
- To map the competency profile of the strategic position and identify competency gaps.
- To map the processes utilized by the personnel in the strategic position and identify process and system gaps.
- To synthesize strategies utilized by the strategic position holders and identify strategy gaps.
- To identify blocks to performance and the strategy for overcoming them.

### **Process:**



### **Performance framework:**



**Consulting Process:**

Step1: Performance Diagnosis

- Performance diagnosis of the Strategic Position consisting of:
  - Competency mapping and the identification of competency gaps.
  - Process mapping and the identification of process and system gaps.
  - Assimilation of strategies used and the identification of strategy gaps.
  - Assimilation of performance blocks.
- Process to be used:
  - 1-1 interviews and observation of sample of the strategic position holders.
  - Data collection from stakeholders such as superiors, customers and intermediaries.

Step 2: Presentation of performance diagnosis:

- Presentation of performance diagnosis to the Sr. management team.

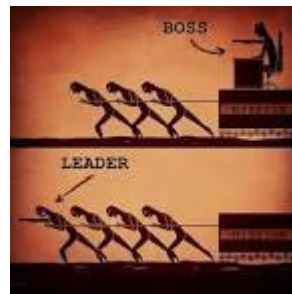
Step 3: Facilitation of formulation of performance enhancement strategy:

- Formulation of performance enhancement strategy .
- Identification of metrics for measuring impact of execution of strategy.

**Time Line:**

S.no	Particulars	Time
1	Data collection	9 days
2	Report writing	3 days
3	Presentation and formulation of performance enhancement strategy	1 day
	Total	13 days

*Leadership  
&  
Soft Skills*



- *Leadership Coaching*
- *Leadership competency building workshop*
- *Designing a customized leadership model.*
- *Managerial effectiveness*
- *Emotional Intelligence*
- *Systems Thinking*
- *Team Building*
- *Managing Change*
- *Mentoring & coaching skills*
- *Performance Management*



### Leadership Programs

*"Insycon designs customized leadership programs to enable the development and practice of leadership competencies.*

### **Key features:**

- Interactive learning process.
- Identification of leadership competencies.
- Applied learning.
- Resolution of problems and issues.
- Development of customized application strategy.

### **Leadership Coaching:**

Competencies to be enhanced:

- Vision
- Systems Thinking
- Managing Change
- Communication
- Strategy
- Emotional intelligence
- Team Building

### **Coaching Process:**



### **Pedagogy:**

- 1-1 Interaction
- Virtual learning environment.

*Organization  
Development  
Programs*



- *Organizational Surveys*
- *Large Scale Interactive Process on Quality*
- *Team Building intervention.*
- *Appreciative Inquiry*
- *Training Audit*
- *5S organizing*

**Organization Development Programs**

*"Insycon conducts organizational diagnosis, identifies organizational strengths, enables new vision formulation and strategy for vision achievement and performance enhancement."*

**Objectives:**

- To unleash positive energy in the organization and to enhance organizational health.
- To enhance customer focus.
- To identify organizational problems and trigger their solutions.
- To enhance the effectiveness of critical teams.
- To enhance the performance of strategic positions in the organization.



**Key features:**

- Organizational diagnosis.
- From diagnosis to solution design
- Large scale involvement of stakeholders in diagnosis as well as solution design.

**Impact:**

- Performance enhancement.
- Team effectiveness.
- KPIs in KPAs

*HRD  
Programs*



- *Strategic HR*
- *Competency Mapping*
- *Role analysis for enhancing performance*
- *HR Retention*
- *Training the trainer*
- *Training Sales Trainers*
- *Facilitating instruction design of functional training.*
- *Training audit*
- *Virtual Learning Environment*

**HRD Programs:**

© Insycon

*Innovation Systems Consulting, C-2, #1270(G.F), Palam Vihar, Gurgaon*

*Tel: 9810354339,971479073,9810858177,9878831270*

[sanjiv@insycon.org](mailto:sanjiv@insycon.org), [www.insycon.org](http://www.insycon.org)



*"Insycon conducts HRD programs which develop the competencies that directly impact performance.*

**Program design:**

- Learner analysis
- Competency profiling
- Role analysis
- Context analysis

**Pedagogy:**

- Learner centered
- Activity based

**Key features:**

- Cutting edge professional competency in HRD.
- HRD Tools and systems.

**Deliverables:**

- Strategic HR competency and capability.
- Transformation of HR from operational to strategic.
- Formulation of the strategic role of the HR department.
- Competency of the HR professional to impact organizational performance.
- HR metrics.

*Program Assessment:*

- *Pre and post test*
- *Learning index calculation*

*Clients*

Mahindra & Mahindra	NHPC-SewaII
---------------------	-------------



*Innovation Systems Consulting*  
*Insycon*

VMware	Alpla
Accenture	NHPC
NHPC-SewaII	NTPC-PMI
Alcatel Lucent	Fidelity
Maruti-Suzuki	Damco Software
Airtel	IBM Research Labs
Powergrid	British Council
ST Micro-electronics	NTPC-Dadri
Nestle	POSOCO
Gillette	Case Construction
Gillette(Shanghai)	NTPC-PMI
GSK	SOS Children's villages
Ranbaxy	BPCL
Rico Auto	SPCNL
Goa Institute of Management	Piramal Healthcare
British Council	Power HR Forum
IBM Research Labs	Fujitsu
Wipro	World Vision

## Trainer's profile

Sanjiv Narang

### Chosen Clients

Accenture  
Maruti Suzuki  
Gillette Shanghai  
Gillette India  
Adobe Systems  
Nestle  
Glaxo-  
SmithKline  
ST  
Microelectronics  
Fidelity  
Mindshare  
( M & M  
Advertising)  
Airtel  
HCL Technologies  
Siemens  
Mahindra &  
Mahindra  
IBM Research Labs  
SOS Children's  
villages  
NTPC  
NHPC  
Alcatel-Lucent

### Expertise

Sanjiv Narang is a Corporate Trainer in the areas of innovation, strategy leadership , HRD and Soft Skills.



### Experience

Sanjiv Narang, has been a Corporate Trainer for 20 years.

He has conducted workshops, OD interventions and Management Consulting projects across Power,FMCG, IT, Finance and Telecom sectors.

### Publications

He is the author of the book , "Innovation:Why,What and How" published by Vitasta Publishing.It is available on [Amazon.in](https://www.amazon.in) or flipkart.com.,in addition to retail.

### Qualifications

Sanjiv Narang is a MBA(HR) from Panjab University,Chandigarh and a LLB from Faculty of Law,University of Delhi.

### Certification

Sanjiv Narang is a ACT\*  
(AIMA Certified Trainer)

\*Certification by AIMA & NOCN(UK).

INNOVATION SYSTEMS CONSULTING

*INSYCON*

1270,Block C2,

Palam Vihar,

Gurgaon-122017

Ph.:9810354339,9711479073,9810859177

[sanjiv@insycon.org](mailto:sanjiv@insycon.org)

[www.insycon.org](http://www.insycon.org)

Blogs:

[www.innovationwhywhathow.blogspot.com](http://www.innovationwhywhathow.blogspot.com)