

Partners
In Your Quest For
Excellence



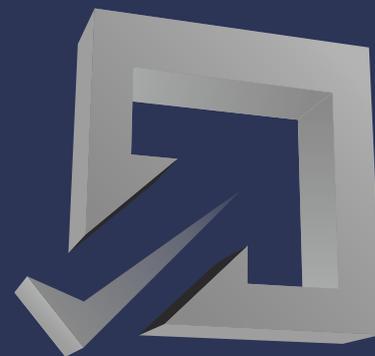
TeamResults
Simplifying Success; Inspiring Excellence



Who Are We?

We Are ...

First and foremost, we are a training company! No euphemisms, no heavy words, no pretensions! We have evolved into related areas of consulting such as designing training architecture, competency framework and designing and executing assessment and development centres.



We are, a company that is run by professionals who have only one passion.... results! A company that has a strong belief that people have unlimited potential and with the right training on knowledge, attitude and skills they can soon be motivated into practicing the right habits essential for delivering desired results. We, at Team Results, believe that every individual has a personal drive to transcend from mere success to excellence and that every human is naturally inclined to be a keen learner. All one needs is relevant, useful, applicable content and an engaging, entertaining, participative and supportive learning experience.

This is where Team Results is different... over the last decade, we are extremely proud of having built a client base of more than 200 clients through our new bench marking - setting content and highly acclaimed methodology formulated on L.E.A.P. – Learn, Experience, Apply and Perfect.

We are proud of the increasing number of our clients who treat us as their success partners and not mere training providers.

Our Partners



TeamResults is proud to be partners with Business Training Works, Inc[®], a US based Training and Consulting Company. A company that shares a mindset similar to ours, and also provides us with access to international expertise and cutting edge content.

9015, Katie Court, Port Tobacco, MD 20677, Phone: 301 934 3250



Our U.K. partners Dramanon, are at the forefront of providing Drama Based Trainings (DBT) internationally, to develop a unique experience. Together we take interactive training – *Forum Theatre* and *Real Play* to a new level for any company or organisation seeking to improve their performance through the latest global trends in DBT.

Twickenham Studios, The Barons, Twickenham, Middlesex TW 12 AW, Phone: +44 (0) 20 8607 8977

What Do We Offer?

Our learning philosophy is based on asking the following question to our clients and then attempting to provide solution to that with all our sincerity.

"What do you expect the participants to do differently post the intervention?"



This approach helps us to be the specific, customised solutions provider rather than just running a training calendar... While we have conducted more than a thousand in-house customised workshops for our clients, we are almost absent from the landscape of open workshops. We believe that this approach has worked wonders with our success rate and above all in achieving complete client satisfaction. We simplify success and are continually inspiring the participants and organisations for excellence.

Our Services

- Training Workshops
- Consulting
- Assessment and Development Centres
- Content and Design Development



Training Workshops

At TeamResults we understand that the needs of no two companies or individuals can be the same and to address that we offer a wide range of customized learning experiences.

Attitude & Motivation:

Achievement Motivation

Attitude for Excellence

Personal Enhancement-Real World Etiquette and Business Manners

Time Intelligence

Goal Setting : Prioritizing, Planning and Reviewing

“The Joyshop” - Stress Management

Emotional Intelligence

Neuro Linguistic Programming (NLP)

Work Life Balance

Communication & Presentation:

Communication for Success - Basic and Advanced

Presentation Skills - Basic and Advanced

‘Get it Write’ - Business Communication - Basic and Advanced

Influencing Skills

Assertiveness Skills

Interpersonal Skills

Sales, Marketing & Customer Service:

Basic/Intermediate/Advanced Selling Skills

Large/Key Account Management

Objection Handling and Closing Skills

‘It’s a Deal!’ Negotiation Skills

Showroom Selling Skills

Distribution Channel Management

Marketing Fundamentals

Creating a Service Culture

Frontline Customer Service Skills

Leadership & Team Building:

Discovering Leadership- New Managers’ Programme

Leadership in Action

Coaching for Peak Results

‘Fall of the Ivory Tower’ Execution Excellence

‘Paradigms and Frameworks’ - Change Management

Art of Delegation

Decision Making and Problem Solving

Strategic Team Building- Outdoor/Out Bound Formats

Networking and Collaboration

Human Resource Training:

Heart of Facilitation - Train the Trainer

Competency Based Interviewing Skills



Attitude & Motivation

Communication
& Presentation

Sales, Marketing
& Customer Service

Leadership
& Team Building

Human Resource
Training

Learning Experience

An Intervention and not just a programme

Learning Needs Diagnosis (LND)

- Address the gaps in performance and competencies
- Build on competency frame work and behavioural descriptors to effectively address the gaps

Designing the Learning Experience

- Derive 'Learning Objectives' from the gap between current and desired state of performance and competencies
- Validate and learning design by factoring ground realities and organizational culture.
- Design contents using IDD principles and ensure fun-learning for the participants.

Delivery of Learning Experience

- Classroom workshop and outdoor fun-shops.
- Discovery learning with emphasis on behavioural change.

Measurement of Learning Effectiveness

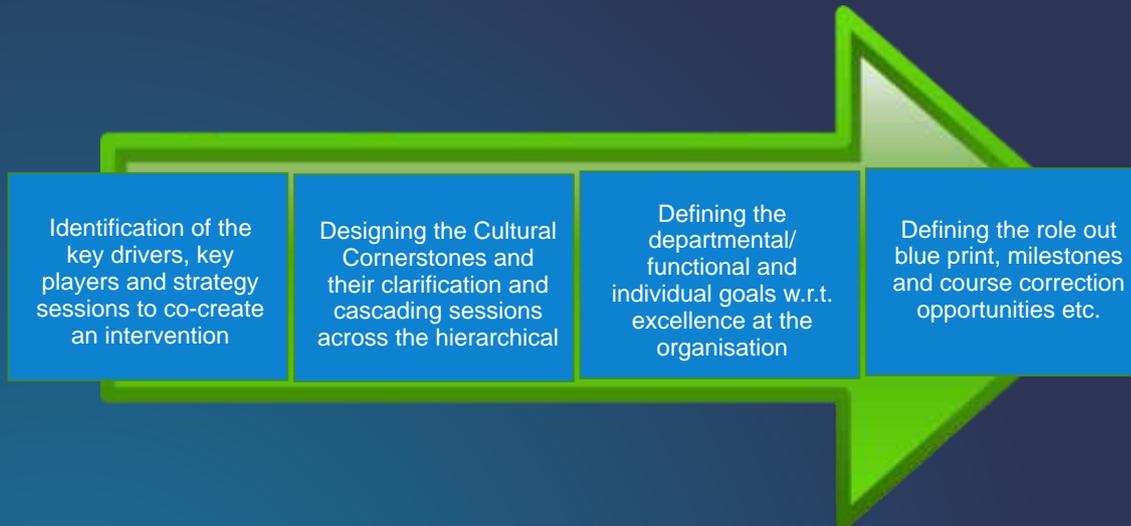
- Based on Kirkpatrick's Summative Evaluation Principles.
- Comprehensive competency based pre and post intervention analysis through our own designed online assessments of participants and their managers.
- We also offer much validated Extended DISC[®] which measures the unconscious behaviour and compares it with the conscious adjusted behavioural style, allowing the measurement of emotions. It generates information about individuals; their behavioural style, strengths, development areas, skills, opinions, perception sand expectations.

Consulting

- End-to-End OD (Organisational Development) projects
- Developing competency framework with well defined key behaviours
- Delivering IDPs (individual Development Plan)
- Formulating the training calendar

End-to-End OD Interventions

Interventions to build a culture of Excellence and Quality across all functions and verticals of an organisation. We help define vision, mission and values and conduct workshops to understand and practice competencies and behaviours associated with 'excellence' through specific projects, thus initiating an exciting and meaningful journey to enhance organisational effectiveness.



Culture today

No clarity on Vision/ Mission/ Values
Lack of understanding of 'excellence' and expectations associated with the same
KRAs/ Accountability/ Job Attitude
Lack of understanding of 'excellence' and expectations associated with the same

Designing/Developing Competency Framework

In designing a competency framework our focus is to link individual job roles to organisational goals and objectives. To do so, we use 'competencies,' i.e. the integrated knowledge, skills, habits and behaviours that people need to have so as to perform the job effectively.

Culture tomorrow

No clarity on Vision/ Mission/ Values
Lack of understanding of 'excellence' and expectations associated with the same
KRAs/ Accountability/ Job Attitude
Lack of understanding of 'excellence' and expectations associated with the same

Training Architecture and IDP

Our expertise lies in designing a robust training architecture. In case the competency framework already exists we assess employees individually to identify gaps which forms the foundation of creating comprehensive IDP (Individual Development Plan). We also design the content and blended solutions to address the identified gaps along with formulating the training calendar and fulfillment logistics.



Entrepreneurship Development

We believe that no other training company has done such sustained work helping organizations develop entrepreneurship in their employees as we have. More than 40 client case studies stand testimony to that claim.

We firmly believe that while becoming an entrepreneur is a career choice, practising entrepreneurship is an attitude.



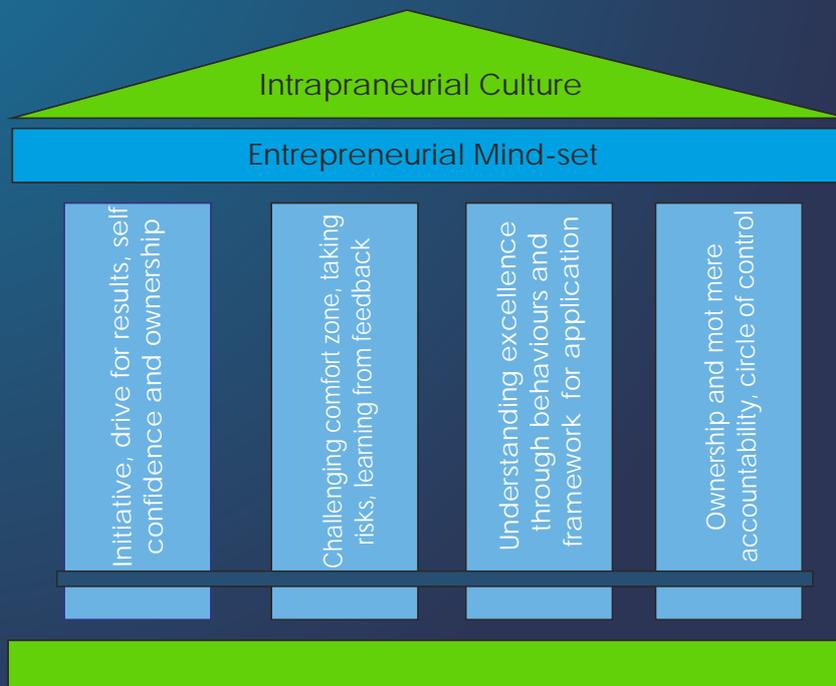
We work on the belief that while becoming an entrepreneur is a career choice, practicing and demonstrating entrepreneurship is an attitude.

What EDP does for you...

We help you assess and develop this special class of employees who carry out their job as if the business belonged to them ... the Intrapreneurs. We then, go on to facilitate the organisations to ensure that the entrepreneurship development leads to an Intrapreneurial culture

By reviewing the Personal Entrepreneurial Competencies (PECs) that make people successful entrepreneurs, the intervention provides participants with a practical tool that will help them to assess their strengths and weaknesses with respect to entrepreneurship. We assess and develop competencies such as initiative, drive for results, self-confidence and ownership and behaviours like not operating from their comfort zone, enhancing their risk appetite, learning from feedback and developing an attitude for excellence.

We have helped close to 50 organizations from varied industries with this culture of Intrapreneurship.



Drama Based Training

Team Results' follows the LEAP philosophy of discovery based learning:

Learn Experience Apply Perfect

"Tell me and I'll forget; show me and I may remember; involve me and I'll understand."
- Confucius

As a part of the philosophy we follow a new venture in this direction has been DBT (drama based training). We have now started using the techniques and principles of drama to help organisations and their employees learn in the best way possible, i.e. by involving them in what we do and how it should be done. This completely novel approach has literally shaken the old age traditional approach of training limited to classrooms alone.



Very often people are not able to visualise the impressions they give, what their body language implies, what their eyes, face and attitude reflects about them and their performed roles.

Employing the immersive theatre technique has proved to be immensely effective in showing the mirror, literally so.

The after effect is nothing less than a revelation - to see yourself with others' eyes.

DBT Methodology

The technique involves employing trained artists to act out the observed, unwanted current behaviours (of which they have been briefed earlier by us) right in front of the target group. They then reassemble in the classroom to discuss the observed behaviours.

The live experience has proven to be extremely forceful and effective rather than the traditional narration/provision of SOP (Standard Operating Practices). By participating the audiences are enabled to observe rationally, critically address the behaviours exhibited, reflect, offer solutions and also make decisions for themselves.



Our Values

At TeamResults we collaborate with our clients in their quest for people excellence. We are here to help you with the knowledge and skills, and also ensure it is done using optimum channels, ensuring best results.

What Do We Believe in ?

Pursuit of Excellence

Success is not about achieving your goal, but going it in the best possible way, doing it with excellence.

At TeamResults, we continually raise the bar and improve processes that enable delivery of high and results.

Customer Centricity

At Teamresults Customer Centricity is not just a concept or an idea but a business mandate that drives all our processes. We exist for the customer. It is this core value that dictates out customized learning solutions that involves listening to and learning about our client's business realities.

We believe a company is only as strong as its values and at TeamResults we strongly believe in them. Values that not only make us who we are but also help us become better.

Resource Optimization

Resource Optimization encourages us to creatively put use all in house talent and channelize available resources optimally. This includes both internal resources as well as those provided to us by our clients.

Intellectual Integrity

We take pride in our intellectual Integrity. At TeamResults we desist from using jargon or the one -size-fits-all approach, instead we simplify, cut the clutter and create effective programmes in areas that we specialize in. And of course have the integrity to convey what our expertise isn't. We ferociously protect ours and respect others' IPR and Copyrights.

Our Leader

Vijay Gupta

Strategic Coach, Management Thinker and Senior Corporate Trainer

Known for his remarkable adaptation to all the functions, ages and hierarchical levels, Vijay leaves a deep impact and a desire to implement learning on the participants of his training workshops. Humorous, witty, easy and facilitative – Vijay's trademark style has helped him conduct more than 500 workshops covering approximately 10,000 participants for over 50 different organizations from Telecom, Pharmaceutical, Automobile, ITES, FMCG, Media & Entertainment, Financial Services, Life Insurance and Training Industry. He is equally accomplished in behavioural, attitudinal and skill building areas. Leadership, Motivation, Management Development and Sales, Marketing and Customer Care are his special forte.

- Post-graduate from BITS Pilani
- Fellow of Institute of Sales and Marketing Management, UK
- Certified in Occupational Testing Course and Occupational Personality Questionnaire Course for different levels - SHL Surrey, University of Surrey

Some of the Career highlights are:

Bharti AXA Life Insurance Company:

Vice President and Head – Distribution Services: He was responsible for Distribution Training, HR and Operations through a specially created department and designation. As a founder member he had, also contributed significantly and strategically to the formation of this new organization.

Max New York Life Insurance Company:

Vice President and National Training Head: Widely recognized for his contributions to the Life Insurance Training industry, he led the MNYL training most admirably for close to 5 years in creating what later turned out to be the 'nursery for the industry training leaders', an epitaph attributable to the fact that almost all the current Life Insurance Companies' training departments are headed by his erstwhile team-members.

National Institute of Sales (NIS):

Business Manager: Instrumental in the formation of NIS that went on to be NIS Sparta and later on a part of Reliance ADA Group. He had contributed towards developing business, as a Faculty for both Career and Corporate and towards Content Development as one of the very first employees of this pioneer organization.

Hero Motors:

Vice President and Head of Sales & Marketing: After rising quickly from the position of Assistant General Manager, he led Hero Motors to gaining market share steadily and launching BMW F-650 bikes, Hero Winner Scooter, Turbosport and Shakti Mini-Motorcycles. He was responsible for Sales, Marketing, Service and Spare Parts for All India operations of Hero Motors.

Leveraging his significant expertise and rich experience, Vijay has made many notable contributions in the area of consulting,...

- Led a 'Culture Assessment, Alignment and Building' intervention engaging entire organization at Reinsurance Group of America (RGA)
- Led a 'Competency Based Training Assessment and Planning' intervention at Aircel Limited. This intervention covered close to 3800 employees across 26 Circles. The project included facilitating 1-1 interactions for approximately 400 top management members and rest through an online facility. The deliverables were a strategic training roadmap for the organization, training calendar for the training leaders and an Individual Development Plan (IDP) for individual employees.
- Was the overall 'Training and Development Consultant' at Birla Sun Life Insurance Company Limited, operating as defacto Head of Training. Project included strategy formulation, devising training plans, hiring and placing entire team, content development and making the department operational.
- Led a project on 'Formulation of the Competency Based Framework' for the sales team at Videocon Limited. The project included devising the framework through assessments and Behavioural Event Interviews (BEIs) of the entire sales hierarchy. The deliverables were the framework, the descriptions of each competency and the enabling and disabling behaviours.
- Undertook a pre-launch bench marking assignment for salary fixation and an overall content development project for DLF Pramerica Life Insurance Limited.
- Was Marketing Consultant to Daawat Basmati Rice - leading marketing strategy formulation, advertising and sales promotion, sales planning etc.
- Led Pan India Assessment and Development Centre for " Abbott Health Care"

Some of Our Clients

With over 170 clients in our folio, TeamResults is proud to partner some of the biggest name in the industry.

FMCG	ITES	PHARMA AND HEALTHCARE	ENGINEERING	FINANCIAL	AUTOMOBILE	POWER AND INFRA
Nestle Kelloggs Coca Cola DS Group Amway William Penn Carlsberg Anil Group Permod Ricard Artsana	EXL First Source Logitech Oracle Collabera Smart Trust Rishabh Software E-Connect Vital Health 20 Microns Dassault Systemes Synopsys Ingram Micro Serene Corp Rahi Systems	Sun Pharma Abbott Lupin Raptakos Brett Aurobindo Fermenta Biotech Siro Clinpharm Daichi Sankyo Wockhardt Rhodia Mylan Labs Johnson & Johnson ResMed Pharma Lab Kimberly Clark Advanta Globion Pharma Orchid Chemicals Glenmark Pharma Cipla Centaur	Godrej & Boyce Asahi Glass Kaeser Siemens Netafim Worley Parsons Greaves Cotton Bry Air Apitco Ltd. Henkel HBE John Deere Leighton Welspun Bombardier ABC Bearing NRB Bearing FAG Bearing Punju Lloyd Ltd. HEG Ltd. KEC International Delta	ICICI Pru AMC Birla Sun Life Metlife Aviva Allahabad Bank Bank of India Syndicate Bank HSBC Mahindra Finance RGA Bank of Baroda National Insurance HDFC Kotak Mahindra Nufuture Group Sun Life Reliance Capital DLF Pramerica YES Bank CIBIL Wolter Kluwer	Hero Motocorp Maruti Suzuki Denso JK Tyres ACMA Mahle Daimler Hyundai	L & T Aditya Birla Alstom NTPC Panasonic Energy GVK Power NDPL Ajmera Construction ACC Concrete Binani Cement Essar Group Bose India Hitachi BDI
PUBLIC SECTOR	AGRICULTURE	CONSUMER DURABLES	UTILITIES/ SERVICES	TELECOM	MEDIA	AVIATION & MANUFACTURING
Bharat Dynamics GACL	GNFC Prabhat Seeds Dhanuka	Godrej Interio Kodak India Videocon Sony Arta Broch Panasonic LT Foods	Sodexo Meru Cabs A C Nielson Cox & Kings	Reliance Comm. Aircel Viom MTS Tata Docomo Indus Tower Mahindra Comviva	Zee TV Amar Ujala Business Standard	Kintetsu GATI Freight Systems Sicejet Boeing Godrej Interio ABC Bearings L&T Knorr Bremse Hindalco AMR APL Apollo Jet Airways ST Microelectronics CEAT Ltd
EDUCATION	PETROCHEMICAL	NODAL AGENCIES	GOVT OG INDIA			
ITI Hamstech Institute	Aegis Gas HPCL Indian Oil HMEL	CII	Indian Railways			



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