



Yellow Spark Solutions LLP.

Employee Trainings

TRAINING PHILOSOPHY

First

THROUGHLY ID THE GAP

Second

DON'T RETROFIT

Third

LEARNING IS NOT COMPLETE TILL APPLIED

Our Approach: Training

Anchored by a lead trainer,

Supported by a facilitator who plays the role of an observer to assess each participant

Relate

Get the participants to interact with others as teams or a group

Reflect

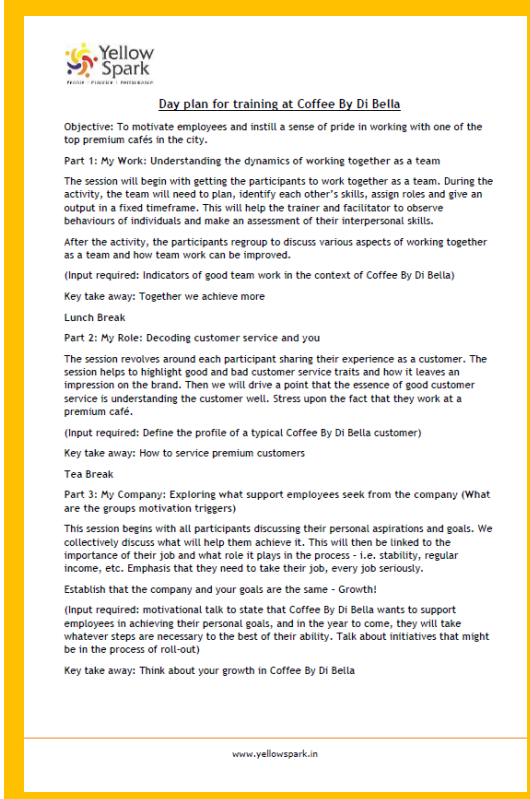
Trainers and participants share their observations on how others behaved. Probe the reasons for this behaviour and explore alternate responses


Revisit

Role-play to incorporate the learning and see a different possibility emerging

Pre Training Intervention

- Understanding employee challenges
- Identifying training needs*
 - Assessment centres
 - Climate surveys
 - One-on-one sessions
- Based on the inputs mentioned above, we prepare a day plan with clear take aways



 **Yellow Spark**
HR • FINANCE • OPERATIONS

Day plan for training at Coffee By Di Bella

Objective: To motivate employees and instill a sense of pride in working with one of the top premium cafés in the city.

Part 1: My Work: Understanding the dynamics of working together as a team
The session will begin with getting the participants to work together as a team. During the activity, the team will need to plan, identify each other's skills, assign roles and give an output in a fixed timeframe. This will help the trainer and facilitator to observe behaviours of individuals and make an assessment of their interpersonal skills.
After the activity, the participants regroup to discuss various aspects of working together as a team and how team work can be improved.
(Input required: Indicators of good team work in the context of Coffee By Di Bella)
Key take away: Together we achieve more
Lunch Break

Part 2: My Role: Decoding customer service and you
The session revolves around each participant sharing their experience as a customer. The session helps to highlight good and bad customer service traits and how it leaves an impression on the brand. Then we will drive a point that the essence of good customer service is understanding the customer well. Stress upon the fact that they work at a premium café.
(Input required: Define the profile of a typical Coffee By Di Bella customer)
Key take away: How to service premium customers
Tea Break

Part 3: My Company: Exploring what support employees seek from the company (What are the groups motivation triggers)
This session begins with all participants discussing their personal aspirations and goals. We collectively discuss what will help them achieve it. This will then be linked to the importance of their job and what role it plays in the process - i.e. stability, regular income, etc. Emphasis that they need to take their job, every job seriously.
Establish that the company and your goals are the same - Growth!
(Input required: motivational talk to state that Coffee By Di Bella wants to support employees in achieving their personal goals, and in the year to come, they will take whatever steps are necessary to the best of their ability. Talk about initiatives that might be in the process of roll-out)
Key take away: Think about your growth in Coffee By Di Bella


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**Note: this is a activity is carried out on request at a fee*

Post Training Support

- A confidential report with observations & recommendations is submitted to the management post training
- A 'PAPT'- Practical Application Post Training tool is shared with all participants to incorporate the learning of the training at work
- PAPT is evaluated and feedback is provided to each participant
- Followed by a PAPT report to the management

People Management Workshop ©CNS

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People • Passion • Performance

Observations on My Interaction

Interaction Date:	With Whom:
What was the Interaction about? (in brief)	
Details of Interaction (both sides): (use verbatim as much as possible)	
Was I effective in my speech? (Voice, Receiver, Context)	
What was my VABBLE? (Values, Assumptions, Beliefs, Biases, Likes & Dislikes, and Ego)	
Did I listen with the intent to understand?	
Did I understand the VABBLE of other person?	
Could I identify the emotion of the other person?	
Could I experience the same emotion as other person?	

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Note: this is a activity is carried out on request at a fee

Our Training Formats...

- Full day
 - A day long learning interspersed with multiple activities for specific take away; typically 8 hours
- Half day
 - An interactive half day session about focused topics; typically 4 hours
- Byte size modules
 - A single agenda micro module with a class activity to drive the learning; typically 2 hours

Yellow Spark

A glimpse into our training programmes

Basic skill programmes...

- Trainings related to skills that are very basic in nature and support smooth functioning. Topics such as:
 - Communication skills
 - Time management
 - Excel
 - Customer Services
 - Email etiquette
 - Presentation skills
- Byte size modules recommended
 - A single agenda micro module with a class activity to drive the learning; typically 2 hours

Advanced skill programmes...

- Trainings related to skills that involve behavioral change and support smooth management. Topics such as:
 - Team Management
 - Collaboration
 - Team building
 - Creative thinking
 - Problem solving
 - Lateral thinking
 - Strategic thinking
 - Decision making
- Half day
 - An interactive half day session about focused topics; typically 4 hours

Customised programmes...

- Trainings related to customised skills required to solve specific problem areas. Topics such as:
 - First Time Manager Programmes
 - Delegation skills
 - Personality development programmes
 - Conflict Management
 - People Management Skills
 - SMART HR
- Full day
 - A day long learning interspersed with multiple activities for specific take aways; typically 8 hours

Our Other Proprietary Workshops

- Matchstick Leadership© Workshop for employees in leadership roles
- Winning at Recruitment Workshop for hiring managers and recruiters
- S.M.A.R.T HR Workshop for HR professionals
- POSH (Prevention of Sexual Harassment at Workplace) Training for employees across all roles
 - For IC Members and key stake holders
 - For Employee - About the Law & the company policy
 - For Employee - Customised session - Gender sensitization, Saying 'NO', digital sexual harassment, etc.



About Yellow Spark...

We are a young organisation with vision to enable organisations to create a compelling ecosystem that people aspire to be a part of!

Founded in 2015

- We are a team of management consultants with an expertise in the people side of business
- We work as an extended think tank to our clients and help build a high performance work place
- Our philosophy is that people make businesses successful, and high performance workplaces are about...

Focused
People

+

Aligned
Practice

=

Sustained
High Performance

Co-Founders

"Successful organisations of tomorrow will not have an HR department, line managers will take over these roles. It's about time we rename Human Resource Management to Human Relationship Management"

Reach me directly at
aparna@yellowspark.in



APARNA JOSHI

The peoples' person

Expertise in people
and performance management

Cross industry
and Cross functional expertise

Graduate in Life Sciences,
MBA - HR (Mumbai)

Certified Counsellor



DEEPAM YOGI

The change maker

Expertise in strategic planning,
communication and branding

Non-executive director on the board of
Social Access Communications Pvt Ltd.

BMS graduate,
PG Diploma in Media & Advertising (Mumbai)

Certified Extended DISC practitioner

"Any organisation can become a High Performance Workplace, but sustaining it requires deep conviction and commitment from employees; which has to be earned by the organisation"

Reach me directly at
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Some of our off-the-shelf products



Some of our Clients

BharatAgri

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Towards Freedom from
Child Sexual Abuse

JSW

AAKAR ABHINAV
Consultants Pvt. Ltd.

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Our Past Assignments...

- We have worked across diverse industries such as Airlines, Hospitality, Logistics, Media & Entertainment, Architecture, Floral Décor, IT services, Apparel Manufacturing, Digital Printing, Social Enterprises and Non-profits
- Types of projects: Leadership engagement programs - one-on-ones and group sessions, Company culture mapping, HR toolkit development, Employee communication strategy, Developing HR processes, HR capacity building, Executive coaching, Strategic recruitment, Organizational surveys and a variety of other strategic HR assignments
- In training alone we have trained **2716 individuals** on varied subjects and completed **700+ hours** of training in the past 4 years

Thank You

*‘The smallest of spark ignites the fire that lies deep within you
and suddenly everything is possible’*

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