



Leading Multinational IT and Outsourcing Company

Addresses Stakeholder Communication and Cross Cultural Interaction through CrossKnowledge e-learning courses

Background

When the CEO of a leading multinational information technology and outsourcing company headquartered in Bengaluru visited his customers. He received inputs from his clients about the client facing staff

Pain Area

The feedback he received was that though the staff was competent and pleasant people to work with they were not able to deliver on the deadlines they agreed to. Most times the employees just agreed to suggestions and changes that the client proposed, however they were unable to stick to their promises or speak their mind.

They were also unable to fully understand the cultural differences in terms of language and sensibilities of the client.

Training Need and Solution

Being a leading multinational information technology and outsourcing company the pain areas were critical to the success of the company and its ability to deliver to clients. The company was looking to cover an audience of over 500 people in a year.

The company in consultation with EduRiser arrived at the need of the client-facing staff to receive inputs in the area of Stakeholder Communication and Cross Culture Interaction.

The client took on a blended approach and decided to go with CrossKnowledge e-learning courses that addressed the competencies required. The CrossKnowledge courses were offered as a precursor to ILT training for the audience. The cross culture interaction piece is being addressed purely through the e-learning platform given the lack of ILT methodology for the same. Only on completion of the e-learning course are learners nominated for the ILT.

With this intervention the customer has been able to sensitize the audience to the approach that they need to take and improve their interactions with their clients.

About Us

EduRiser is a young, dynamic & fast growing Learning & Development organization.

In a very short period of time we have been able to service more than 205 corporates nationally and internationally.

Our core focus / business is "Competency Development Solutions" which impacts growth and profitability of organizations by enhancing the performance and productivity of their employees at the junior, middle and senior management level.

We do this by delivering these solutions through our three business verticals:

Instructor-led Training

Business Simulations

e-Learning Solutions

Disclaimer

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