Trainer Profile

- Firm: NSM Consultant

- Name: N S Mahesh

- Location: Bengaluru, Karnataka, India

- Industry experience: 24+ years

- Education: PGDM, IIM Calcutta and B.E., UVCE, Bengaluru

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- Total sales clinched : 300 million $ as both Individual contributor and business development team leader

- Experienced in business development/sales/ marketing/ Presales/Software Engineering/Consulting/Corporate training/Individuals training/Operations management

- Have done 40% sales closures to the US market, 30% to India market, 20% to UK market,10% to Botswana market

- Successful career in small-sized, mid-sized and large-sized companies

- Business development experience across all software technologies including SaaS, Analytics, Business Intelligence, Artificial intelligence(AI), IoT, Cloud computing, System Integration, Product development, Product implementation

- IT Services business development experience across all types of projects

- IT Products business development experience across AI,ERP,CRM,DMS, Analytics & LMS products

- 10+ years experience in Pure consulting/trainings

Training Costs

Srl	Soft Skills Training	Duration	Cost/trainee (INR)
1	Soft skills – Effective Communication	8 hours	2500
2	Soft Skills – Public Speaking	3 hours	1500
3	Soft Skills-Conflicts & Negotiations	3 hours	1500
4	Soft Skills-Decision Making	1 hour	1000
5	Problem Solving Strategies	3 hours	1500
6	Team work	3 hours	1500
7	Time Management	3 hours	1500
8	Emotional Intelligence	6 hours	2000
9	Interpersonal skills	4 hours	1500

Training Costs

Srl	Soft Skills Training	Duration	Cost/trainee(INR)
10	Telephone Etiquettes	3 hours	1500
11	Telesales	1 hour	1000
12	Listening Skills	1 hour	1000
13	Personality development	5 hours	2000
14	Train the trainer	2 hours	1500
15	Stress Management	3 hours	2000
16	Goal setting	1 hour	1000
17	Competency based HRM	4 hours	2000
18	Anger management	1 hour	1000

Training Costs

Srl	Functional Training	Duration	Cost/trainee(INR)
1	Software Industry Presales	3 hours	1500
2	Software Industry Business development	5 hours	2000
3	Software Industry Leadership development	6 hours	2500
4	Software Industry Project Management	3 hours	2000

Soft Skills- Effective Communication- Scope

1. Definition

2. Barriers to Communication

3. Process of communication

4. Telephone Etiquettes

5. Listening skills

6. Questioning skills

7. Game 1

8. 7C's of communication

9. Assertive Communication

10. Effective listening

11. Communication skills games

12. Communication matrix

13. Hearing & Listening

14. Game 2

15. Non-verbal communication

16. E-mail etiquette

17. Presentation skills

18. Game 3

19. Game 4

Soft Skills – Public Speaking -Scope

1. Art of Public speaking

2. Preparation

3. Stage Fright

4. How to start?

5. Deliver in style

6. Keep audience awake

7. How to close?

8. Humor

9. Game 1

10. Fielding questions

11. POPTA presentation

12. Slide do's and don'ts

13. Game 2

Soft Skills-Conflicts & Negotiations-Scope

▶ 1. What is a Conflict?

▶ 2. Criticism

▶ 3. Anger

▶ 4. Marketing & Manufacturing

▶ 5. Goal Congruence

▶ 6. Game 1

▶ 7. Communication

▶ 8. Game 2

▶ 9. Preparation

▶ 10. Bargaining Techniques

▶ 11. Game 3

Soft Skills-Decision Making-Scope

- What is decision making?
- Anatomy of a decision
- Do's and Don'ts
- Game 1
- Factors affecting decision making
- Types of decision making
- 6 c's of decision making
- Methods of decision making
- Game 2

Soft Skills-Problem Solving-Scope

- 1. Answers in the room
- 2. A butterfly's lesson
- 3. Game 1
- 4. A-Z techniques
- 5. Game 2
- 6. Game 3

Soft Skills-Team Work-Scope

- 1. Examples of Team building
- 2. Stages of Team building
- 3. Roles
- 4. Game 1
- 5. Making Cross generational teams work
- 6. Examples of Team building
- 7. Story 1

Soft Skills-Time Management-Scope

- 1. The clock and the compass
- 2. 4 generations of time management
- 3. Time management quadrants
- 4. Factors to balance
- 5. Game 1
- 6. Issues
- 7. Time savers
- 8. Game 2
- 9. Tips on time management
- 10. Game 3

Soft Skills-Emotional Intelligence-Scope

- 1. Crisis
- 2. Emotional and Relational Intelligence
- 3. ERQ model
- 4. Anger
- 5. Empathy
- 6. Game 1
- 7. Game 2
- 8. Biological purpose of emotion
- 9. Why do managers need EI
- 10. Types of EQ

- 11. Story 1
- 12. Managing People with EI
- 13. Mintzberg's 10 managerial roles
- 14. EQ vs. IQ
- 15. EQ can be developed
- 16. Measuring EI
- 17. Game 3

Soft Skills-Interpersonal Skills-Scope

- 1. Definition
- 2. Communication
- 3. Selling ideas
- 4. Interviewing
- 5. Personal well being
- 6. Trust
- 7. Game 1
- 8. Job performance
- 9. Successful managers
- 10. Interpersonal managerial skills

- 11. Managing differences
- 12. Game 2
- 13. Crediting
- 14. Tips to develop good interpersonal skills
- 15. Game 3
- 16. Johari window

Soft Skills-Telephone Etiquettes-Scope

- 1. Welcome
- 2. Note taking
- 3. Putting call on hold
- 4. Game 1
- 5. Using the phone effectively and courteously
- 6. Cutting short the calls
- 7. Angry callers
- 8. Talk with a smile
- 9. Conversation techniques
- 10. Voice mail
- 11. Most frequent customer complaints
- 12. Game 2

Soft Skills-Telesales-Scope

- 1. Why use the phone
- 2. Adopt the right attitude
- 3. Have self-belief
- 4. Develop good verbal skills
- 5. Professionalism
- 6. Dealing with complaints
- 7. Game 1

Soft Skills-Listening skills-Scope

- 1. Difficulties in listening
- 2. How to resolve it?
- 3. Game 1
- 4. Levels of listening
- 5. Types of listeners
- 6. Game 2
- 7. My experience
- 8. Game 3

Soft Skills-Train the trainers-Scope

- 1. Why offer training?
- 2. Training or teaching
- 3. Options for sequencing materials
- 4. Delivery tips
- 5. Game 1
- 6. Who is a trainer?
- 7. Plan & Prepare
- 8. Practice & Present
- 9. Game 2

Soft Skills-Personality development-Scope

- 1. Basics needs of humans
- 2. The power of focus
- 3. Paradigms
- 4. What is Success?
- 5. What is Personality development?
- 6. Grooming stands-Men
- 7. Grooming standards-Women
- 8. Game 1
- 9. Good Manners
- 10. Body language

- 11. Game 2 - How much do you see of an iceberg?
- 12. Attitude
- 13. Communication
- 14. Telephone manners
- 15. Game 3
- 16. Skills

Soft Skills-Stress Management-Scope

- 1. Definition
- 2. Sources of stress
- 3. Why stress management?
- 4. What stresses you out?
- 5. Coping with stress
- 6. Game 1
- 7. Work stress prevention
- 8. A-B-C strategy
- 9. Positive thinking
- 9. Benefits of methods
- 10. Game 2

Soft Skills-Goal Setting-Scope

- 1. Dreams
- 2. Goals must be smarte
- 3. Types of goals
- 4. Game 1
- 5. KRAs
- 6. Objective of goal setting
- 7. Motivation factors
- 8. Plant Manager
- 9. Game 2

Soft Skills-Competency based HRM-Scope

- 1. Introduction
- 2. Competency Modeling
- 3. Competency based hiring methods
- 4. Game 1
- 5. Competency based training and development
- 6. Game 2
- 7. Competency based Performance management
- 8. Competency based Career & Succession planning
- 9. Game 3

Soft Skills-Anger Management-Scope

- 1. Positive and Negative aspects
- 2. Ways to keep cool
- 3. Game 1
- 4. People are precious
- 5. 1-2-3 Turtle
- 6. Game 2

Software Industry Presales-Scope

- Activities
- Proposal Preparation
- Pre-Sales Lifecycle
- Marketing Collaterals
- Roles & Responsibilities
- Automation
- Artifacts
- Software project estimation
- Workshop Activities

Software Industry Business Development-Scope

- Needs & Demands
- Sub functions
- Roles
- Artifacts
- Lead generation
- Sales lifecycle
- Go to market strategy
- 7Ps of marketing
- Branding
- USP
- Advertising
- Automation

- sales channels
- Sales Forecast
- BD team hiring
- Software Project estimation
- SWOT
- Corporate strategy
- Competition Analysis
- Workshop Activities

Software Industry Leadership Development-Scope

1. Key performance indicators

2. Corporate strategy

- Growth strategy
- Growth matrix
- SWOT analysis

3. Business development

- Lead generation
- Sales lifecycle
- Go to market strategy
- 7Ps of marketing
- Branding
- sales channels
- Sales Forecast

- Software Project estimation
- SWOT
- Corporate strategy
- Competition Analysis

4. Finance

- Financial statements
- Investing decision
- Financial indicators
- Accounting concepts

5. HR

6. IT

7. Workshop Activities

Software Project Management -Scope

1.Pre-Sales Activity

▶ Requirements understanding

▶ Proposal preparation

▶ Presales collaterals

▶ Proposal lifecycle

▶ Proposal automation

▶ Project estimation

▶ Product presales

2. Project Kick-off

3. Project Execution

▶ Roles & Responsibilities

4. Project Closure

5. Centre of Excellence

6. Sample artifacts review

▶ capability document

▶ case study document

▶ Project estimation templates

7. Workshop Activities

Sample Customer List