

# INSPIRE.



**InspireOne**  
Performance, Inspired

**LEADERSHIP &  
ORGANIZATION  
DEVELOPMENT**







## STRATEGY CONSULTANTS

- High level strategic view
- Problem identification approach
- Limited ability to be an implementation partner

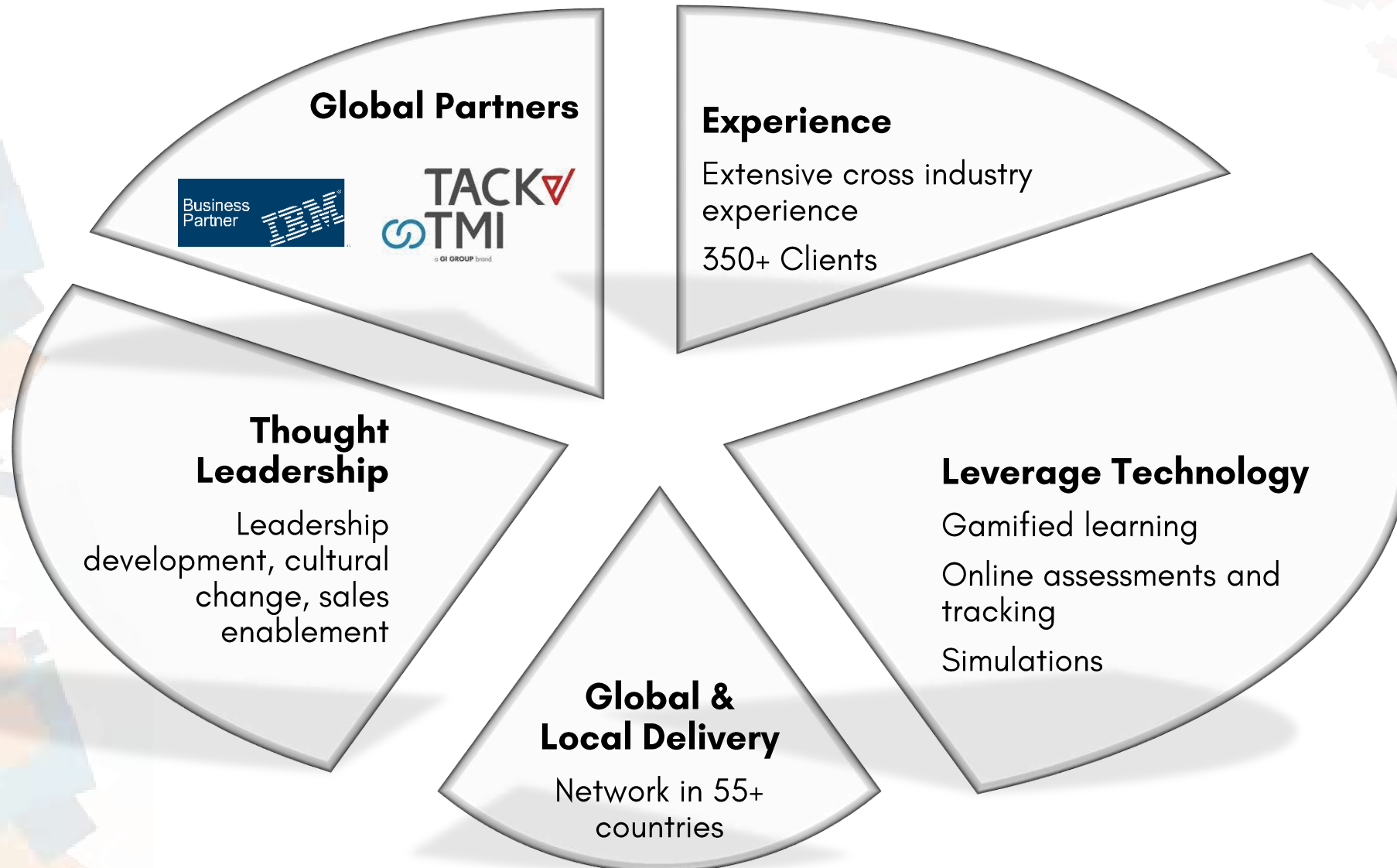
## INSPIREONE

- Customized approach based on client, industry and people involved
- Focus on not just training but other enablers including structure, processes, performance management, reward and culture
- Journeys that stick

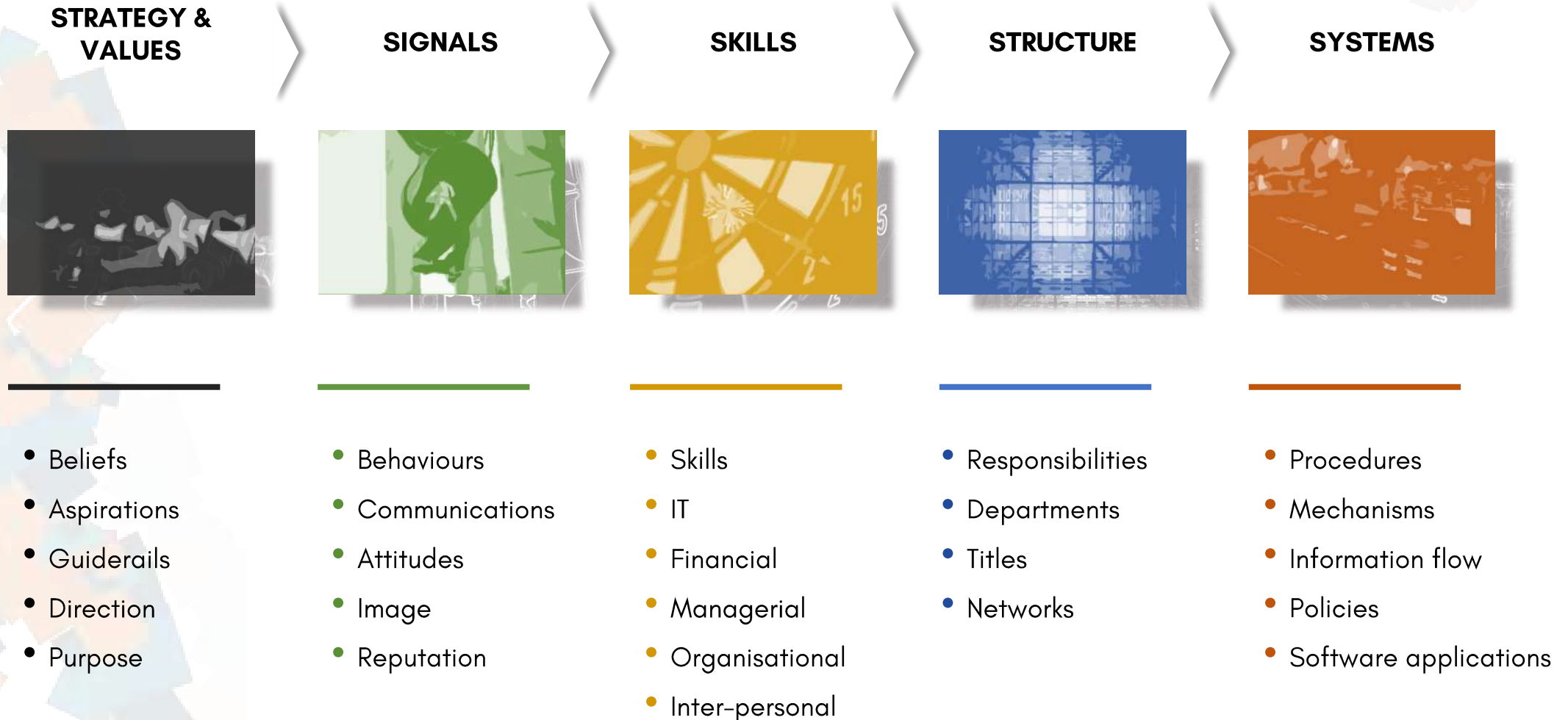
## TRAINING COMPANIES

- Focus on skill building
- Generally offer standard programs
- Event driven approach

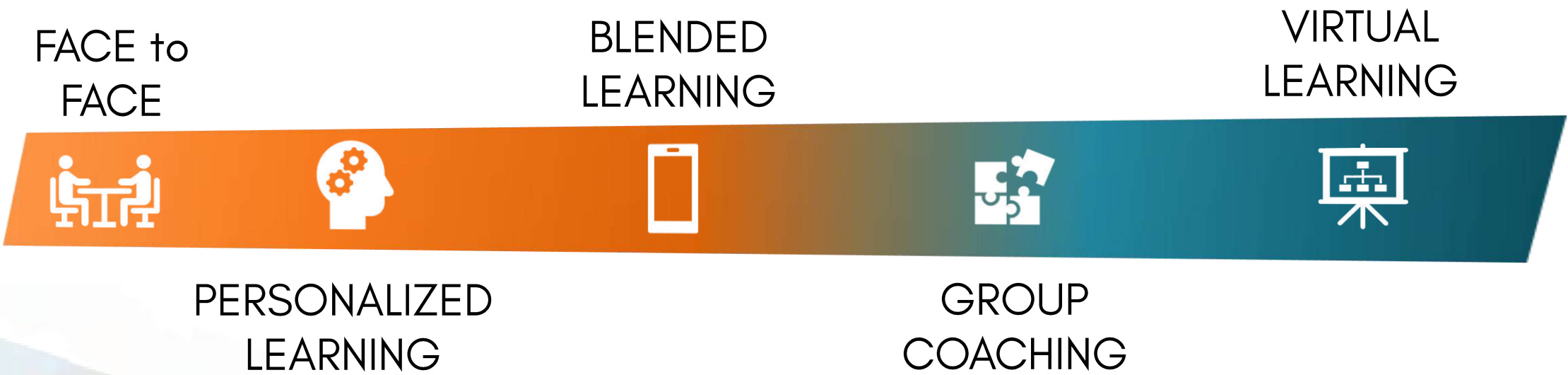
# InspireOne – Expertise, Capability and Reach



# 5-BOX Model for Sustainable Change



# Flexible Deployment Options





# Challenges We Help Our Clients To Solve...

**BUILD  
LEADERSHIP  
PIPELINE**



**DRIVE  
CUSTOMER  
CENTRIC  
CULTURE**



**ENHANCE SALES  
EFFECTIVENESS**





**InspireOne**<sup>®</sup>

Performance, Inspired

# LEADERSHIP DEVELOPMENT AT INSPIREONE





# Our Leadership Development Framework

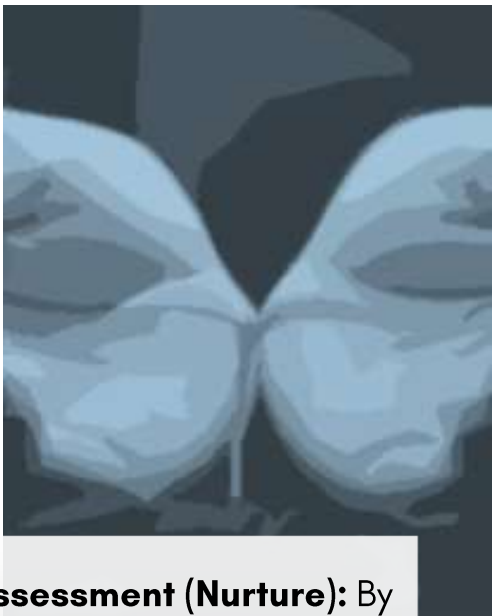
InspireOne | IBM's 30 years research shows that assessment of the Leadership Potential is a combination of Preference and Capability Assessment



## LEADERSHIP POTENTIAL ASSESSMENT

**NATURE** + **NURTURE**

**Preference Assessment (Nature):**  
We understand Nature as personality, preferences, values and motivations. These are fixed from an early age.



**Capability Assessment (Nurture):** By Nurture we mean the Technical skills, managerial know-how and High Performance Behaviours. These can all be developed and changed over time.



# IBM Kenexa's High Performance Behavior Framework (HPB)

Clusters	Behaviors	Examples of Challenges the HPB Addresses
Thinking Cluster	<b>CREATING STRATEGY</b> Gathering Intelligence Generating Ideas Accelerating Innovation	These behaviors make the highest contribution to organization's performance in strategy formation, planning and big picture thinking
Developing Cluster	<b>DEVELOPING &amp; ENGAGING TALENT</b> Establishing Trust Fostering Collaboration Developing Talent	Outstanding leaders seek to understand perspectives, build relationships and encourage and develop people. These behaviors are essential to improving performance and creating an atmosphere of learning.
Inspiring Cluster	<b>INSPIRING PEOPLE</b> Influencing People Building Confidence Communicating Effectively	These behaviors relate particularly to building confidence and excitement in a team and are crucial for achieving support for ideas.
Achieving Cluster	<b>ACHIEVING EXCELLENCE</b> Implementing Change Improving Performance Winning Customers	These action oriented behaviors are how we break down barriers and make things happen. As leaders, we ensure tasks are structured, plans and ideas are implemented and we continually improve business performance.

# Multi-Layered Leadership Profiling Options

## Individual Profiling

Name	High Performance Behaviours										
	Thinking			Developing			Inspiring			Achieving	
	IS	CF	CX	EM	TW	DP	IN	BC	PR	PO	CI
A											
B											
C											
D											
E											
F											
Rank	5	1	8	11	10	7	6	4	3	2	9

KEY

Strategic Strength

Strength

Developing Strength

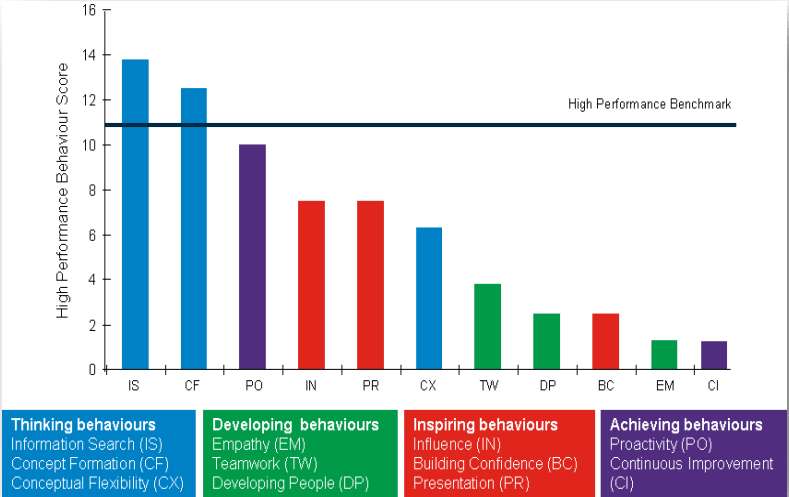
Adequacy

Not Developed

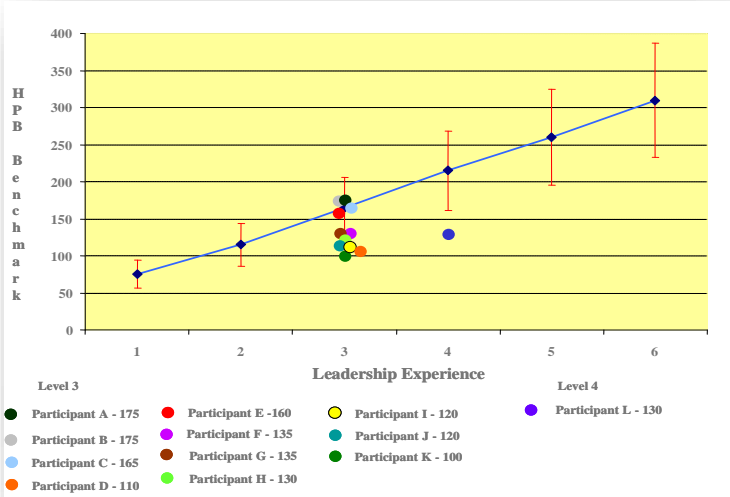
Limitation

IS	Information Search	CF	Conceptual Formation	CX	Conceptual Flexibility
EM	Empathy	TW	Teamwork	DP	Developing People
IN	Influence	BC	Building Confidence	PR	Presentation
PO	Proactivity	CI	Continuous Improvement		

## Group Profiling



## Profiling Vs. Global Benchmarks





# Leadership Challenges and Our Solutions

## YOUR NEEDS

Build Leadership Bench

Identify and Develop Hi-Po's

Develop Deeper Self Awareness

Develop Stronger Mid-Managers

Develop First Line Managers

Make an Inclusive Workplace

Digitally Ready Leaders

## OUR SOLUTIONS

Succession Planning



Building Leadership Capital



Leading with Emotional Intelligence



Managerial Effectiveness Program



Stepping Into Leadership



Women Leaders Program, Inclusion Initiative



Digital Leadership Campus



# Client Work – Snippets

BACK



This was an intervention to develop Senior Leadership Team (SLT) on essential Emotional Intelligence competencies. A blended learning journey was designed with detailed diagnostics, administration of Personal EQ Meter© (PEQM), individual feedback session, individual plans to Start-Stop-Continue activities that are in line with the strengths & development areas, a development workshop and a second workshop to present team members a safe and trusting environment to share their PEQM profiles and receive feedback on the changes that were being worked upon. Participants shared examples reflecting positive change in behaviors such as:

- Becoming more accepting of cultural diversities
- Adopting a more inclusive leadership style by involving their team members in critical decisions
- Starting 1:1 monthly conversations to understand their team's challenges
- Stretching themselves more at work and taking on more challenges



700 people promoted from an IC to FLM across business, departments and location. The aim of this intervention was to upskill the transitioned leaders for the new role. The blended learning solution included workshops coupled with pre and post work using gamified microlearning solution called Master-O to drive learning sustenance, group coaching sessions, supervisory alignment sessions and action plans post the workshop.

Key focus areas of the learning journey was for

- Development on market and functional knowledge
- Development on mindset, managerial behaviors and skills



350 participants across sales and service roles were identified for a 9-month long capability development journey to enhance Share of Market(SoM). A detailed pre-work exercise, product training blended with functional & managerial competencies, pre – self assessment (Supernova Watson), followed by pre-microskill on Master-O, case study as pre-work, instructor led workshops, post microskills on Master-O, ALP Supernova projects, group coaching, supervisor's assessments followed by post self assessment & panel presentation constituted the final certification process. Enhanced awareness of personal communication style, strong understanding of business planning, forecasting, analysis and monitoring, better stakeholder management & stronger review mechanism with dealers were some of the key takeaways



**DRIVING CUSTOMER  
CENTRICITY**

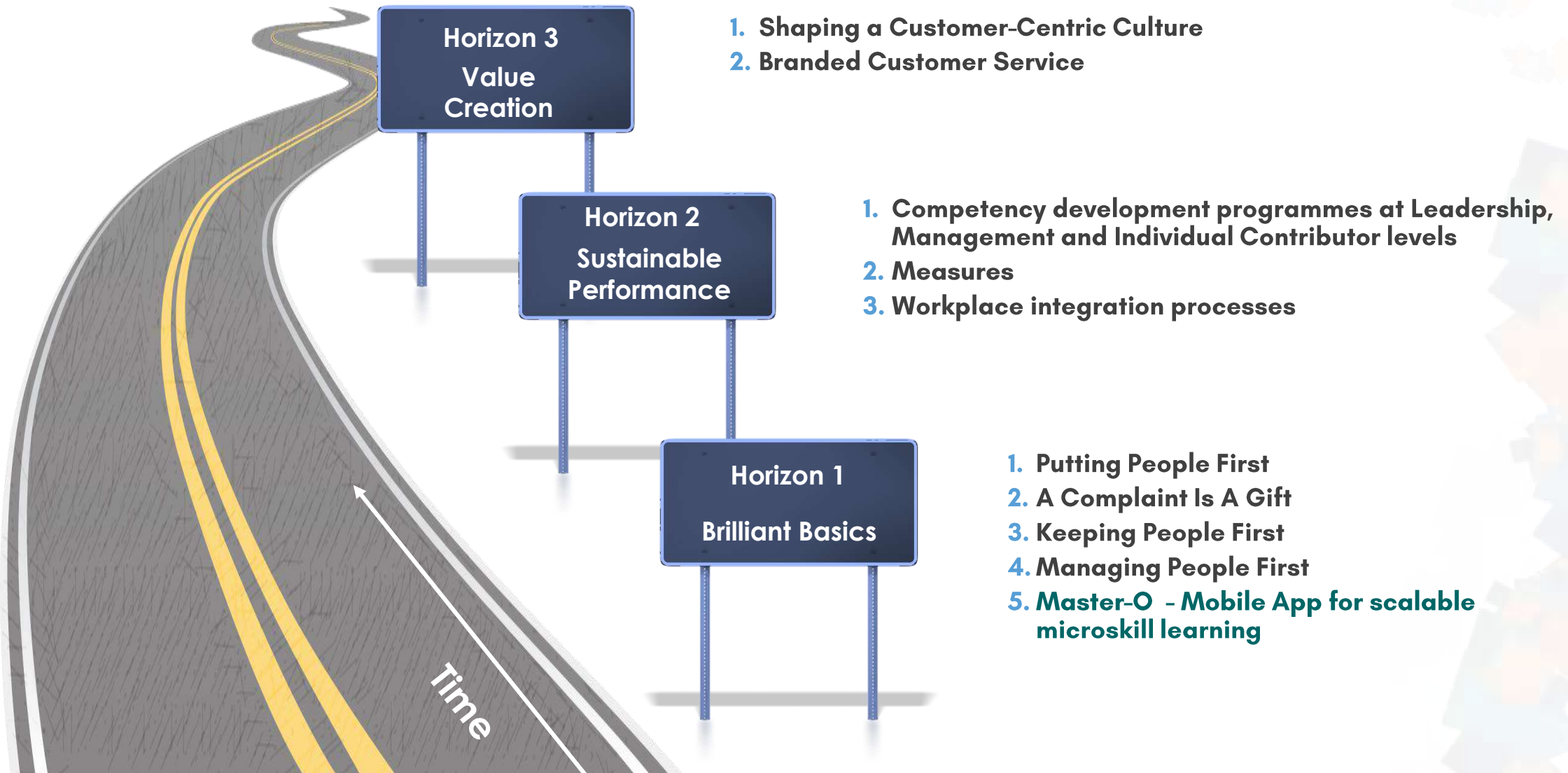


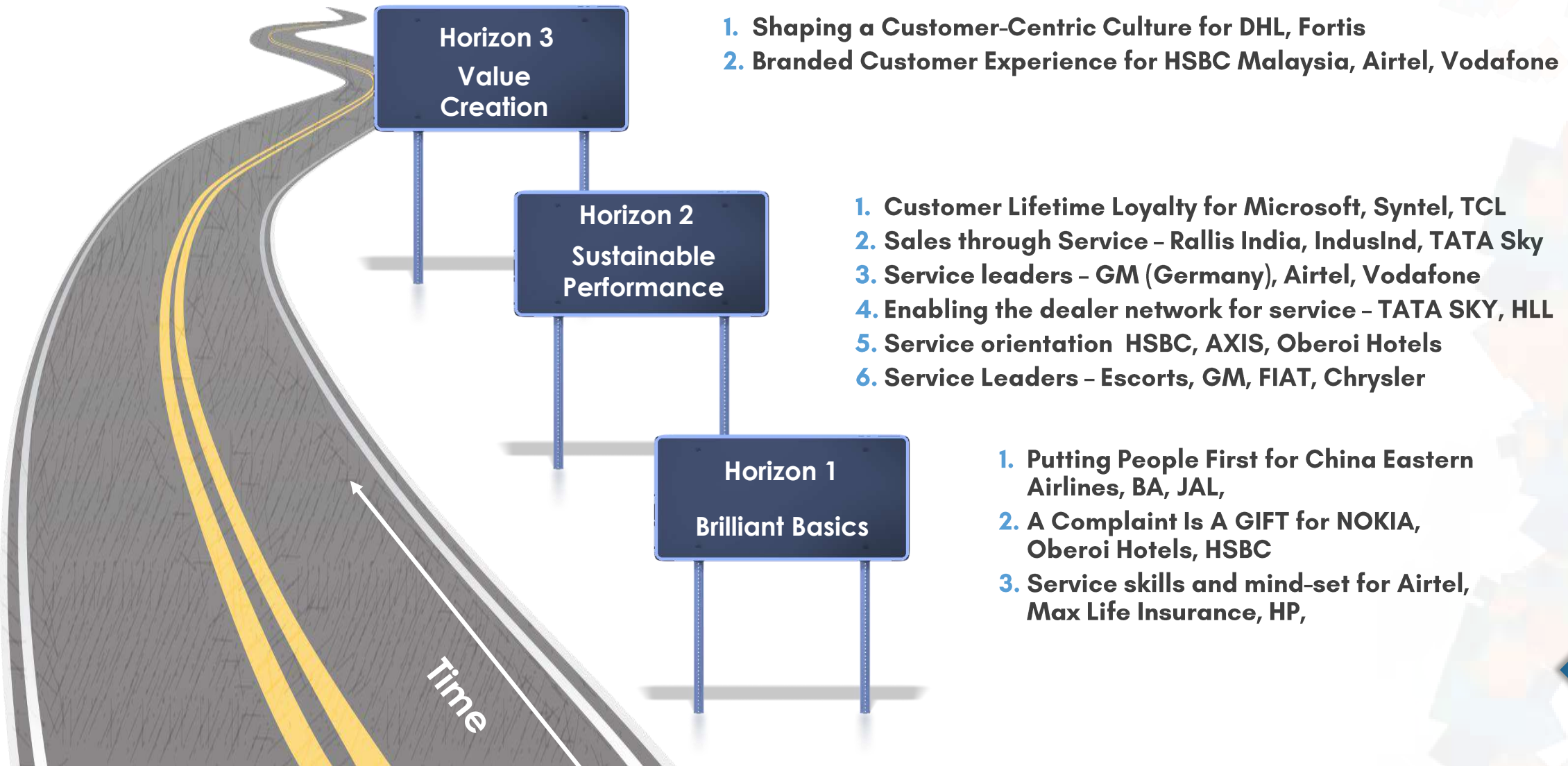


# 8 Characteristics of Customer Centric Organizations



Through more than 20 years of helping several companies create a customer centric culture, we have identified 8 key characteristics of a customer centric organization



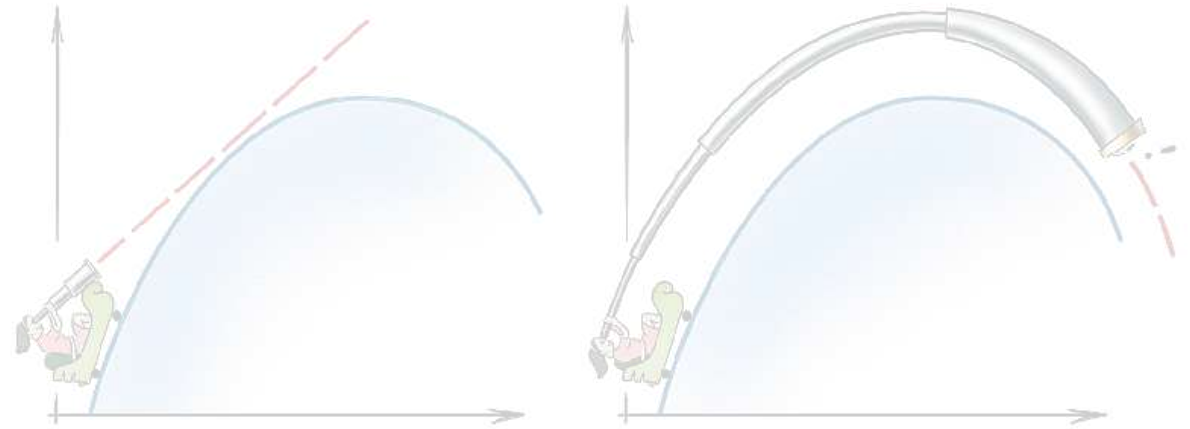


BACK



**TACK** 

# **SALES EFFECTIVENESS AT INSPIREONE**





Drive sales results and business performance by  
maximising individual and team effectiveness.

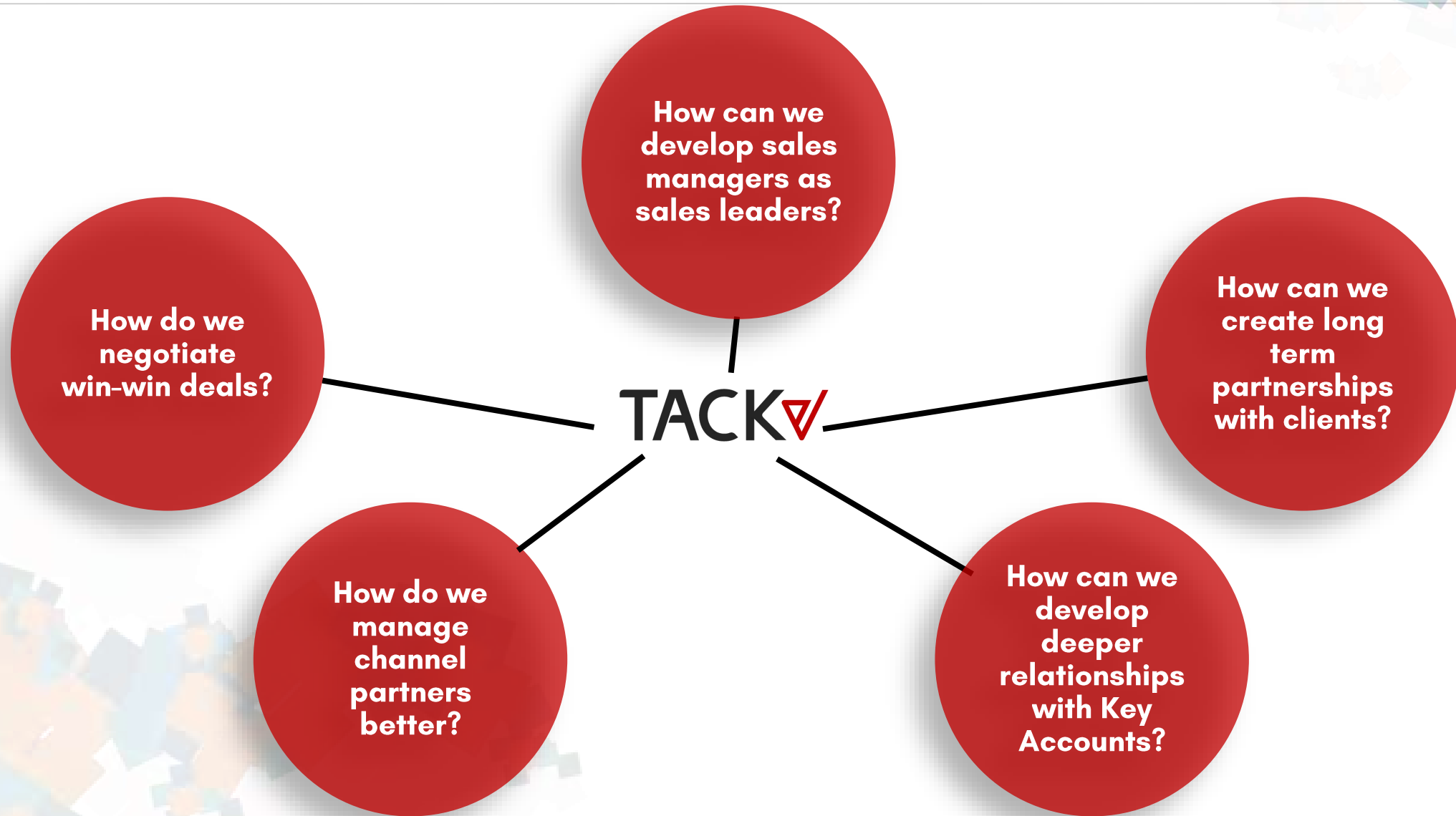
**Learn it. Use it.**

*"Drive sales results and business performance by  
focusing on key people skills and competencies  
development with unique expertise in maximising  
individual and team effectiveness through world  
class practical solutions that provide outstanding  
learning experience."*

# Sales Challenges TACK Addresses

## Sales Force Evaluation & Development

**TACK** ✓





# TACK Sales Skills Tower

## Sales Force Evaluation & Development



# Critical Success Factors

- Buy in and strong visible leadership
- A strong internal project manager and management
- A strong team of champions to sustain the initiative
- Internal communication – ongoing and robust
- Measurement parameters
- Review mechanisms



# Client Work – Snippets

BACK



One of the leading diversified industrial manufacturers with market-leading brands serving customers in global commercial, industrial and residential markets needed a program which would boost the productivity of their senior sales team.

InspireOne delivered several workshops on 'Key Account Management', covering about 160 of their sales staff. InspireOne also provided them with a 'Behavior Style Analysis' tool. Additionally, a 'Train the Trainer' program was also carried out where InspireOne trainers were certified to deliver the client's content on sales effectiveness. All the workshops were very well received



One of the country's leading mobile handset manufacturers partnered with InspireOne to conduct Key Account Development Programs for 100-120 Key Account Managers that were appointed to increase sales in Modern Trade business of the organization.

Additionally, the Company also engaged with InspireOne for a Service initiative for 650 Customer Care representatives to enable them to enhance the customer experience and take service standards to the next level.



InspireOne partnered with one of the world's leading pharmaceutical, chemical and life science companies in an engagement to identify and develop certain critical sales & leadership competencies for their key account managers.

InspireOne implemented programs for the target audience that developed their ability to have a solutions-based approach towards sales. To ensure consistency, InspireOne correspondingly up-skilled their managers with relationship handling skills.



# Select Clients



# THANK YOU!

“Without inspiration the best powers of the mind remain dormant. There is a fuel in us which needs to be ignited with sparks.”

- Johann Gottfried Von Herder



**InspireOne**  
Performance, Inspired

## OUR OFFICES

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**Mumbai**

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**Bangalore**

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# Hyper Links

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- [Leadership Solutions](#)
- [TACK Solutions](#)
- [TMI Solutions](#)
- [Master-O](#)
- [Supernova](#)



# Overview Of Leadership Solutions : Level Wise



## First Time Leaders

- Stepping into Leadership



## Mid Level Leaders

- Managerial Effectiveness
- Building Leadership Capital



## Senior Level Leaders

- Top Team Development

## Organizational Level Solutions

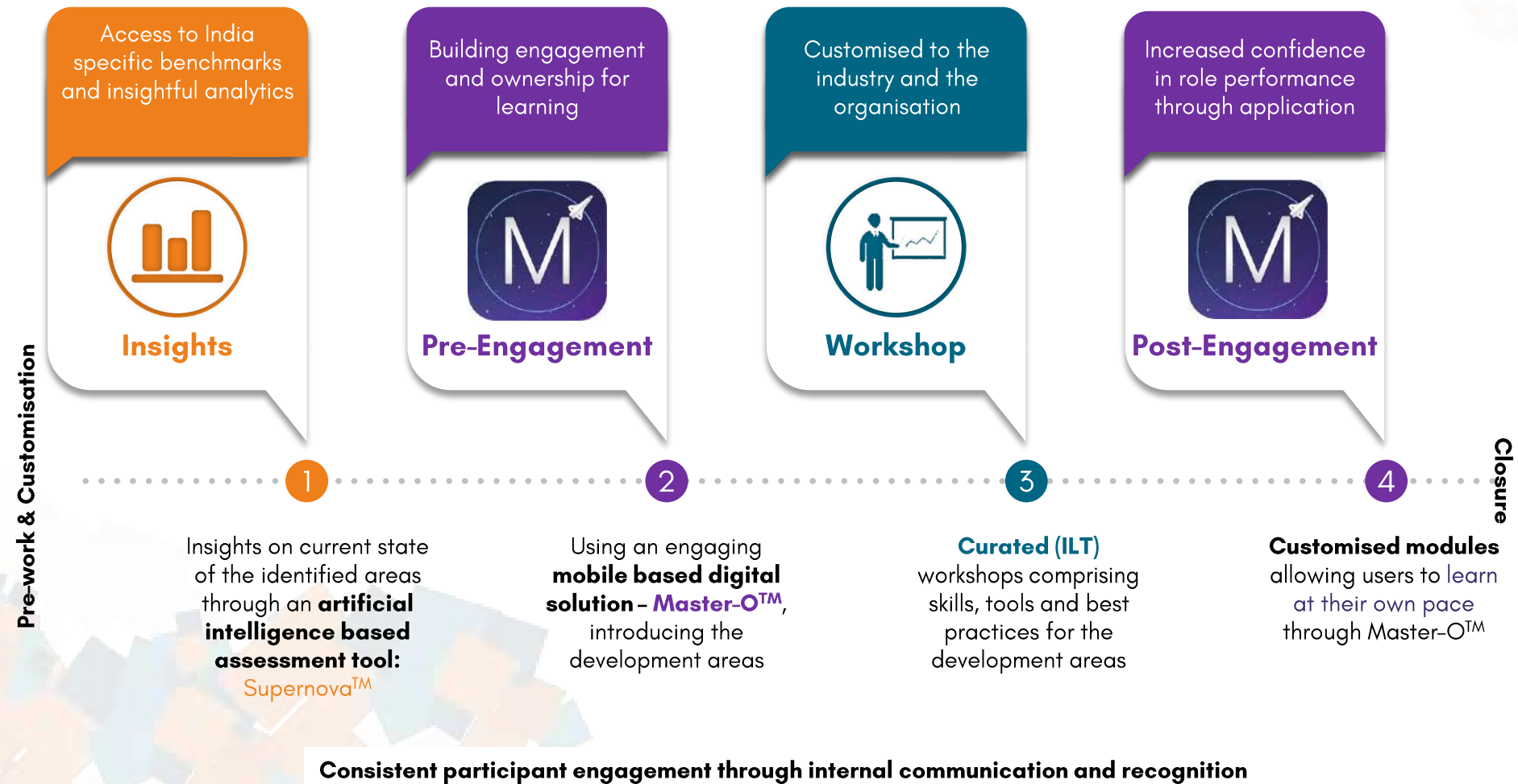
- Assessments
- Inclusion and Diversity
- Performance Accelerator
- Coaching conversations that gets results



# Stepping Into Leadership: Who Is It For?



# Stepping into Leadership: Blended Solution





# Stepping Into Leadership: Key Deliverables Of The Journey



Leadership  
Challenges and  
Our Solutions

# Overview Of Leadership Solutions : Level Wise



## First Time Leaders

- Stepping into Leadership



## Mid Level Leaders

- Managerial Effectiveness
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## Senior Level Leaders

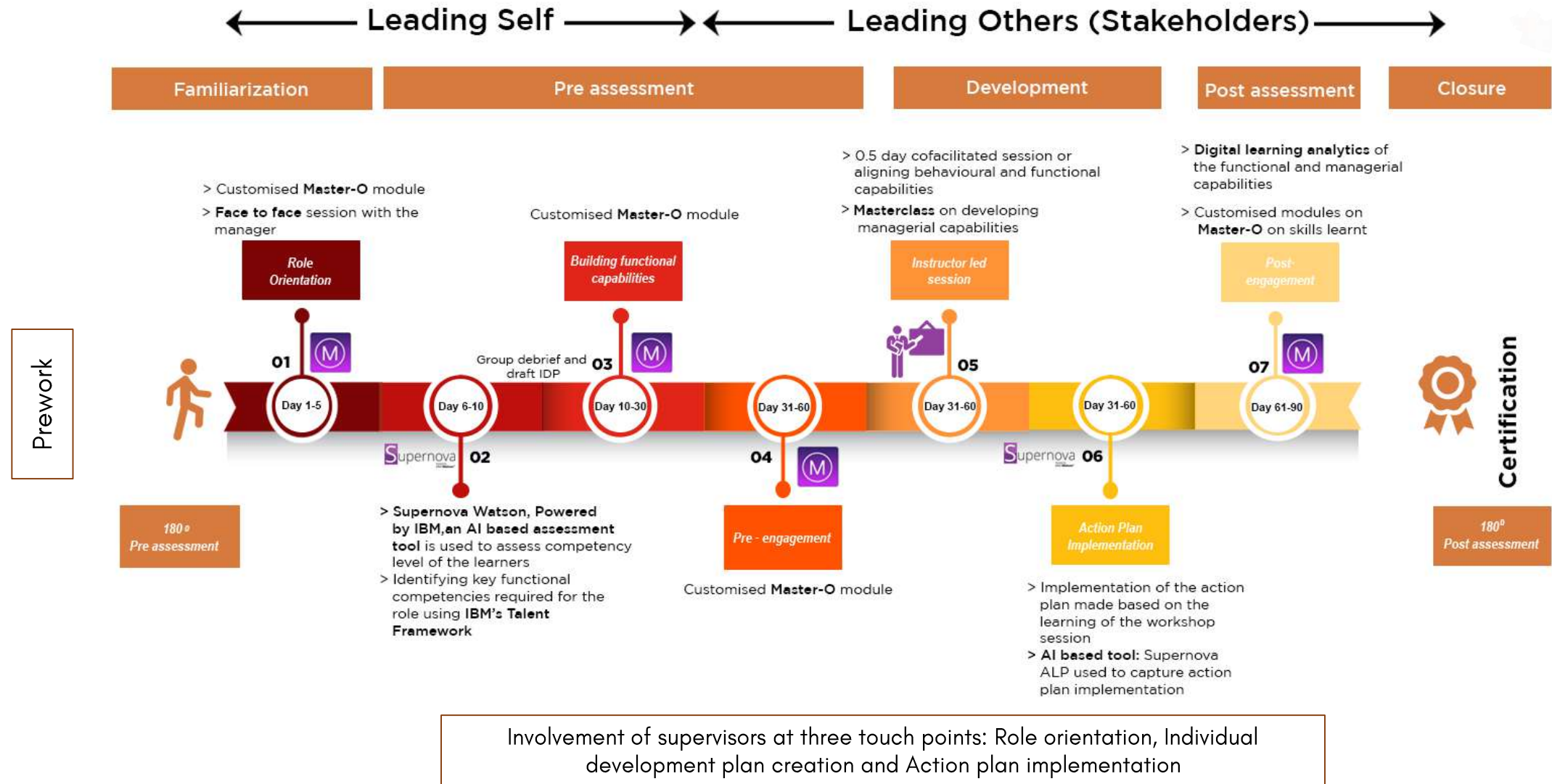
- Top Team Development

## Organizational Level Solutions

- Assessments
- Inclusion and Diversity
- Performance Accelerator
- Coaching conversations that gets results



# Managerial Effectiveness: InspireOne Solution





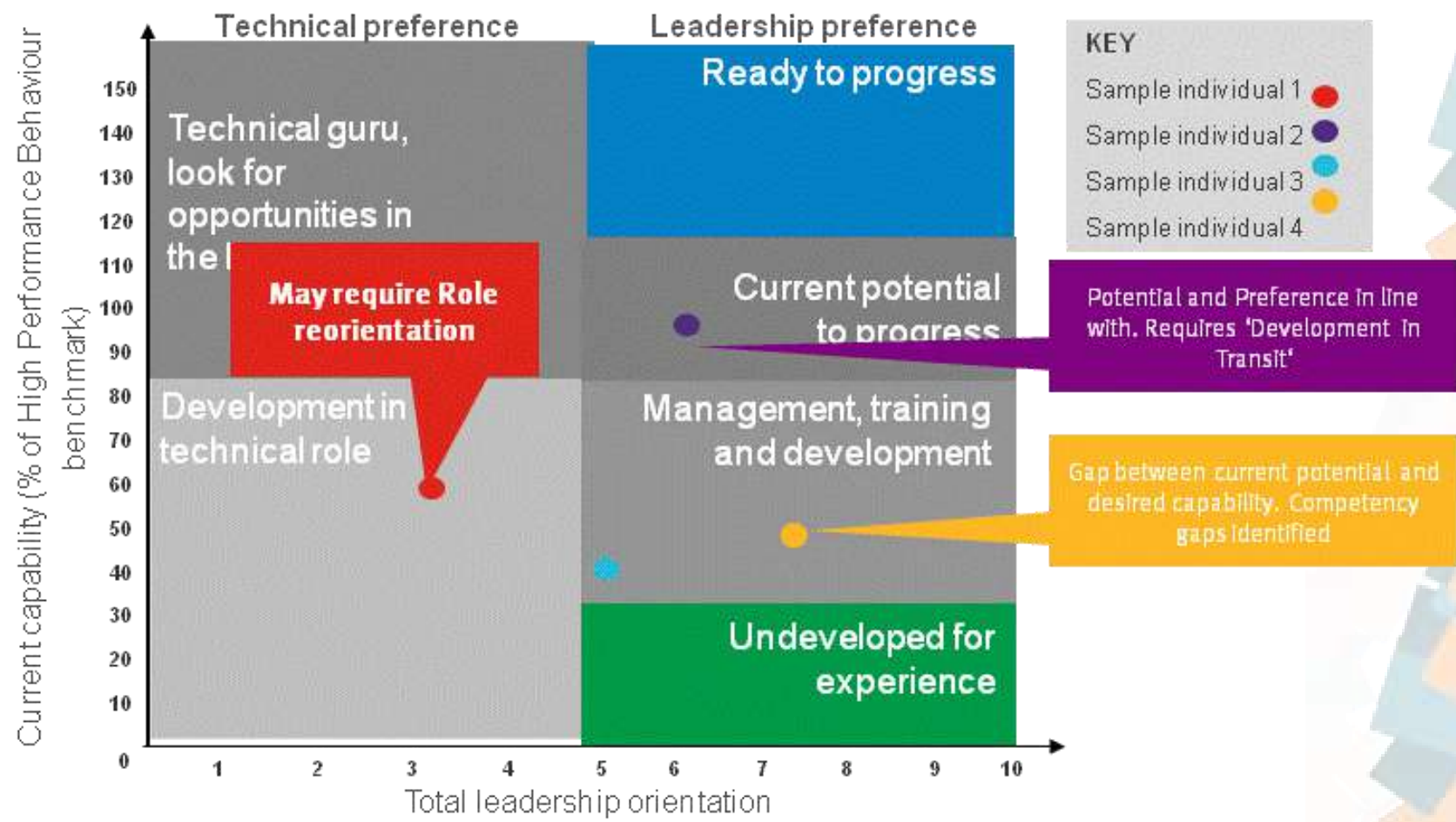
# Managerial Effectiveness: Key Deliverables Of The Journey



Leadership  
Challenges and  
Our Solutions

# Leadership Potential Matrix

Plotting individuals on the Potential Matrix enables the organization to identify two development streams – Technical and Management. It allows the organization to look at the talent pool individually and as a whole.



# Building Leadership Capital (BLC): Technology Aided Solution



# Building Leadership Capital (BLC): Key Deliverables Of The Journey



1

Clarity on **strengths and areas of opportunity**



2

**Creation of a formal development plan** to guide current and future roles



3

**Enhanced performance through on-the-job learning and review**



4

**Clarity on career path** basis assessment findings and development inputs



5

Identification of **organizations engine for growth**



6

**Higher engagement and retention** of top talent



7

Clear ROI through **Action Learning Projects** tracked through **Supernova™**

Leadership  
Challenges and  
Our Solutions



InspireOne  
Performance, Inspired



# Overview Of Leadership Solutions : Level Wise



## First Time Leaders

- Stepping into Leadership



## Mid Level Leaders

- Managerial Effectiveness
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## Senior Level Leaders

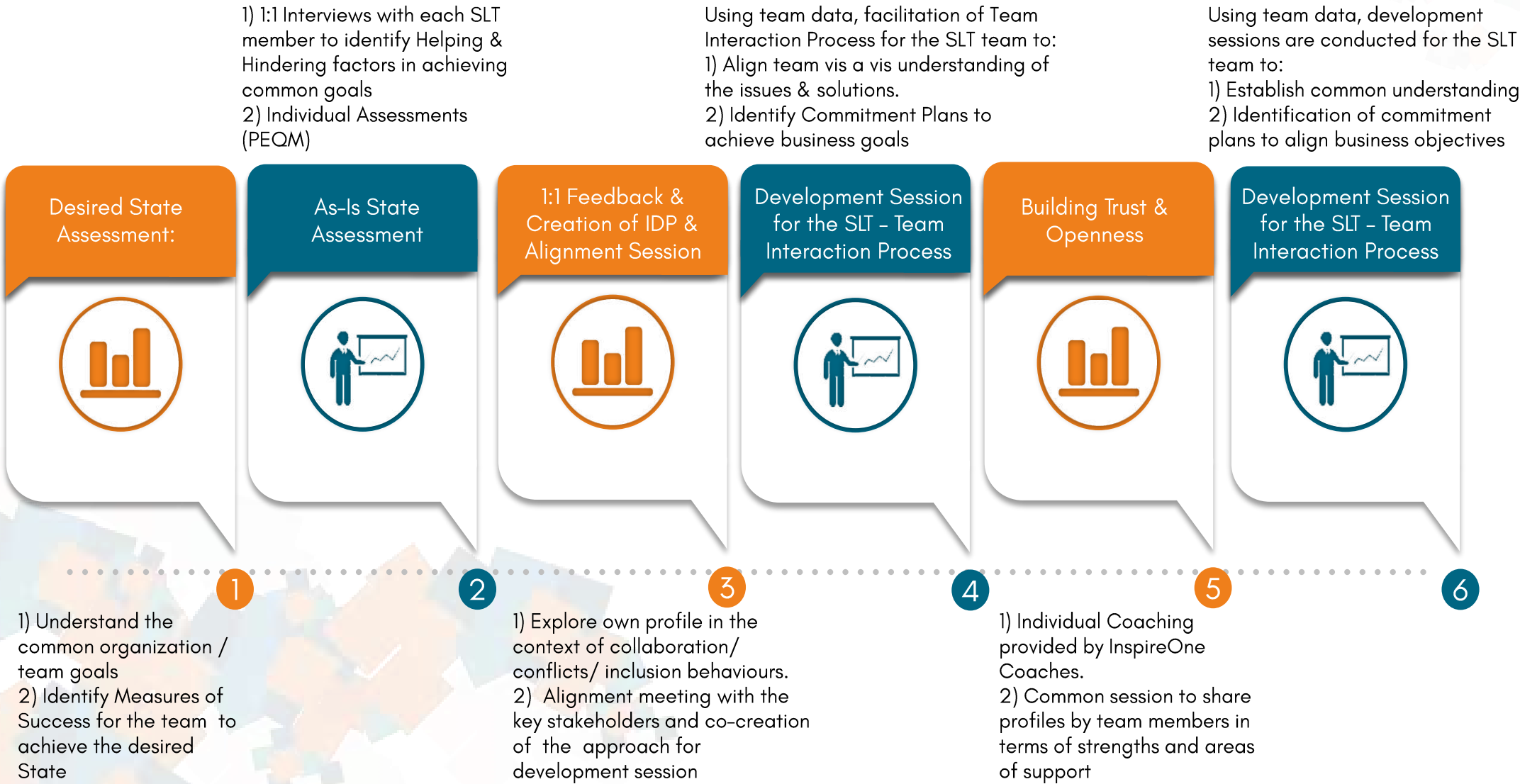
- Top Team Development

## Organizational Level Solutions

- Assessments
- Inclusion and Diversity
- Performance Accelerator
- Coaching conversations that gets results



# Top Team Development: InspireOne Solution



# Top Team Development: Key Deliverables Of The Journey



1

**Create alignment** amongst senior leadership team members on what they would like to achieve as a team



3

**Practice 'Collaboration' behaviours** in their live situations



2

Identify Helping & Hindering factors



4

**Achieve common goals**, create specific actions at 2 levels:  
1) Individual Team member  
2) Team as an entity

## Our Solution For Women Leadership Development Program Focuses On Three Key Elements



### DIAGNOSTICS

- A detailed and deep diagnostic based on the 5 box model to understand the existing enabling factors and the gaps towards inclusion
- A 1 day workshop with top leadership to co create a recommended action plan
- 1/2 day session to sensitize the eco system towards existing gap towards inclusion mindset



### ASSESSMENT

- Leadership and EI diagnostics and Assessments: Develop self awareness – removing self doubt
- Identify leadership competency gaps
- Create targeted development initiatives, and hence build a strong bench strength
- Identify high potential women leaders in your organization for accelerated leadership development.



### DEVELOPMENT

- Differentiated learning journey for the different managerial levels
- Customized learning journey's based on our thought leadership
- Develop capabilities of women leader by addressing the unique challenges faced by them



# TACK Flagship Programs

## Sales Force Acquisition, Evaluation & Development



### PRO-PAYBACK™ Sales Approach

Institutionalize a uniform & structured sales process in the sales force & up skill them on clear 'before', 'during' & 'after' of a sales interaction.

### Key Account Management

Protect and grow your most valuable customers with the TACK Key Account Management System.

### Field Sales Management

Enhance the managerial effectiveness of sales managers to drive better sales results through the team.

### Profitable Negotiation

Enhance the negotiation skills of sales & non sales staff to get better terms & profits.

### Consultative Selling

Up skill the sales team on selling consultatively, by first thoroughly understanding the client need & then recommending an appropriate solution to get better buy-in for your product's/service's value.

### Managing Channel Partners

Train your sales staff to motivate and drive the channels to achieve outstanding results by setting performance standards and monitoring results.

# PRO-PAYBACK™ Sales Approach

TACK 

Equip your sales team with a comprehensive and practical toolkit of professional, solution driven sales techniques to totally satisfy their customers and defeat competition

## High Spots

- The TACK PRO-PAYBACK© Sales Model – a powerful formula to plan and run effective, face to face customer meetings
  - FIND™ questioning model: master the technique of asking powerful questions.
  - Leave the course with a series of worksheets – tailored to your business, which follow each step of the sale and can be used immediately after the course
- 
- **Selling by objectives** – reduce wasted traveling time and maximize face to face selling time
  - **The Customer Motivation Model** – build your own confidence and communicate the all important 'You Appeal' of your product/service to motivate and persuade your customers
  - **Respond professionally to customer objections** – understand the psychology and leave the course with a formula to handle objections



Protect and grow your most valuable Key customers with TACK Key Account Management Systems

## High Spots

- Identify key accounts – understand what makes an account key and how certain customer accounts evolve from merely transactional accounts to strategic alliances
  - Apply the TACK Account Management system to your own accounts – research your key accounts, assess where power lies, develop account management strategies, forecast revenue and plan tactical activities
- 
- Drill Down to FIND Solutions – **TACK's 4 phase questioning technique to get to the heart of the customer's identified and unidentified needs and wants.**
  - Differentiate yourself from your competitors – **see the competition through your customers' eyes adapt your offer**



**← BACK**

Motivate and drive sales through each member of your sales team, while leading by example

## High Spots

- Apply the skills and gain the knowledge to succeed in this challenging role
- Recruit and select a winning team – develop a recruitment plan to maximize your chances of selecting successful sales people
- Lead and motivate your sales team for maximum performance
- Prepare and deliver effective and motivational team meetings – understand the techniques and resources to use to ensure results oriented sales meetings
- Assess the current performance of each member of your team
- Participative projects and case studies – bring the theory alive in a fun and challenging way
- Organize and conduct your field visits and field training effectively – get the most from this invaluable time with members of your team





Enhance the negotiation skills of sales & non sales staff to get better business terms & profits

## High Spots

- Understand the psychology and process of negotiation
- Know how to prepare and commence a negotiation
- Be able to trade 'variables' and concessions profitably
- Be able to react positively and confidently to the strategies and tactics used by the other party.
- Be able to achieve win/win and maintain good relationships



Up skill the sales team on selling consultatively, by first thoroughly understanding the client need & then recommending an appropriate solution to get better buy-in for your product's/service's value.

## High Spots

- Identify your customers' true needs and priorities through consultative selling
- Design and present your solution in a very clear and motivational way and win against tough competition
- Successfully manage relationships with different types of people and respond to their concerns and objections
- Negotiate favorable terms and conditions with procurement
- Achieve 'trusted adviser' status in the eyes of your customers



Train your sales staff to motivate and drive the channels to achieve outstanding results by setting performance standards and monitoring results.

## High spots

- A competitive business simulation which gives you the chance to act as the board of distributor in a dynamic market
- Identifying your own 'channel management style' and learning how to adapt it to suit different partners
- Getting key insights into relevant marketing and financial techniques which will help you advise your partners
- Developing key skills pertaining to business planning, sales operation management, distributor development and influencing
- Learning performance indicators which generate win/win outcomes for all parties



# TMI Flagship Programs

## Creating a Customer Centric Culture



### Shaping Customer Centric Culture

SCCC is an Organization Development solution that ensures that Customer Centricity becomes a pervasive value across the organization

### Branded Customer Service

Build brand equity through on-brand service experiences, so that brand reinforcement occurs at every customer interaction

### A Complaint is a Gift (ACIAG)

TMI's Winner - A Complaint is a Gift - is a breakthrough concept on service recovery, customer loyalty and effective complaint handling.

### Putting People First (PPF)

"The level of external customer service cannot exceed the level of internal service." PPF can be run both as a training program as well as a cultural intervention

### Power to Delight

TMI's Power to Delight program helps organizations put their best foot forward by placing trained and skilled colleagues in front of the customer.



# Shaping Customer Centric Culture

SCCC is an Organization Development solution that ensures that Customer Centricity becomes a pervasive value across the organization

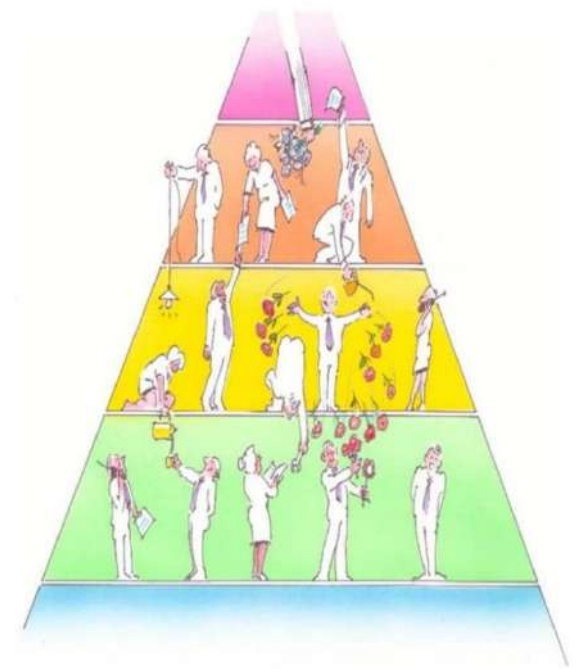
TMI believes that in a customer centric organization all employees understand and perform their role in the service delivery chain. In such an organization, the “Line of Sight” to the customer for all employees is very clear and customer centricity is a pervasive value. TMI’s philosophy for creating a customer centric culture is articulated as follows

External service quality does not exceed internal quality of service.

This cultural transformation solution sets processes, roles, internal communication, R&R etc. in place. Clear activity plans, learning interventions and workshops, etc. are an output of the transformation.

## Key Benefits

- **Ownership and accountability get woven into the fabric of the organization**
- **Customers experience the organization as one in their focus towards customer service**
- **People understand and speak the same language**
- **Once in place, the culture becomes a springboard for the organization to move to greater heights**



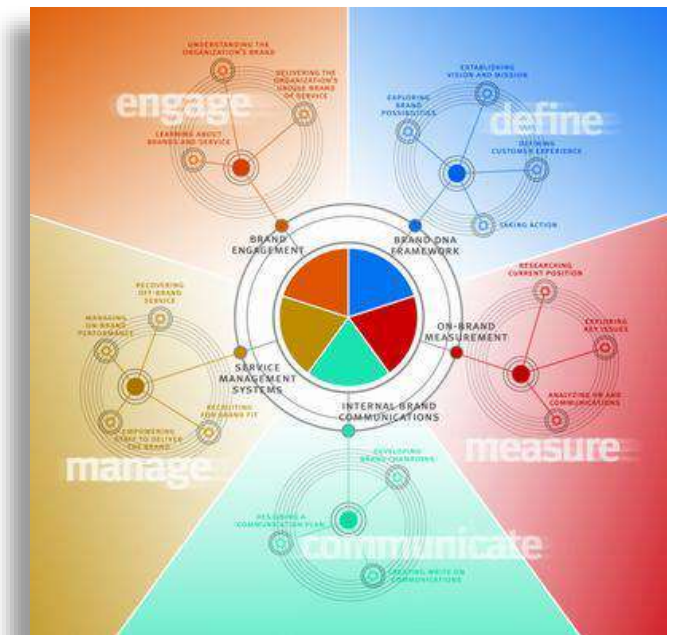
# Branded Customer Service

Build brand equity through on-brand service experiences, so that brand reinforcement occurs at every customer interaction

Our Approach links the Desired Service Experience to the Organization's Brand to create an ON BRAND Service Experience that is original, authentic and powerful.

## ON BRAND Service Experience

- The Brand and Brand Values provide the perfect medium for the differentiation; since the Brand defines the distinctiveness of the organization it is inimitable by competition.
- Aligning to the Brand promise and values would ensure that the Brand comes to life through every internal interaction and finally every customer interaction.
- ON-Brand Customer Experience is an integrated organizational development methodology that InspireOne uses to develop customized, innovative solutions for brand alignment, and service culture.
- Via ON-Brand's methodologies and processes, we will build a solution to ensure the ethos of Consistent, Simplistic, Synergistic and Scalable.



# A Complaint is a Gift (ACIAG)

TMI's Winner – A Complaint is a Gift – is a breakthrough concept on service recovery, customer loyalty and effective complaint handling.

Complaints are the customer's vehicle to sharing with the organization how their experience has been and how they are feeling about being customers to the organization.

TMI's A Complaint is a Gift is a breakthrough concept on service recovery, customer loyalty and effective complaint handling. The concept has '8 Golden Rules' of complaint handling that help make complaint handling as a powerful customer focused tool.

When companies build ACIAG as a part of their DNA, they find it easier to retain and regain customers' trust, in fact even impact their bottom line results.

## Key Benefits

- **Clarity on linkage between managing complaining customers and customer satisfaction**
- **Increased ownership of the customer**
- **Improved ability to handle all types of customers**
- **Upskilling people on how to handle criticism as well as criticizing customers**
- **Customers experience calm and composed service representatives**
- **Bottom line results can be achieved due to customer loyalty and referrals**



# Putting People First (PPF)

“The level of external customer service cannot exceed the level of internal service.”

PPF can be run both as a training program as well as a cultural intervention

Coined by Claus Moller, and increasingly being used today by many others, Putting People First (PPF) has been one of TMI's hallmark solutions.

Centering around the key concept that the level of external customer service cannot exceed the level of internal service, Putting People First can be run both as a training program as well as a cultural intervention.

The PPF philosophy is built around eight elements that shape the customer-centric persona of an organization.

## Key Benefits

- **Improved internal and, therefore, external service by establishing team and organizational commitment to service**
- **Clarity on own role in creating an organization focused on results for the external customer**
- **Increased responsibility and ownership towards own and organizational goals**
- **Enhanced individual and team efforts on achieving the overall business strategy**
- **Improved communications resulting in greater team effectiveness**





TMI's Power to Delight program helps organizations put their best foot forward by placing trained and skilled colleagues in front of the customer.

People facing the customer are in the unique – and critical – position of being able to delight the customer.

TMI's Power to Delight program helps organizations put their best foot forward by placing skilled colleagues in front of the customer to take care of the customers' product and/or service needs.

Armed with the right skills and brimming with the desired attitude of customer orientation, people who go through the Power to Delight programs can meet both expectations and create a memorable experience for the customer by taking care of both – tangible needs and intangible experience expectations

## Key Benefits

- **Clarity on importance of own role as customer service representatives**
- **Development of skills and attitude for being customer oriented**
- **Building ability to develop rapport with internal and external customers**
- **Understanding the Moment of Truth journey and own role in it**
- **Shift to a customer-oriented mindset**



The background of the image shows a person's hands interacting with a smartphone. One hand is holding the phone, while the other is near the top. In the lower-left corner, a portion of a laptop keyboard and trackpad is visible. The overall scene suggests a focus on technology and learning.

Master-O™

improve skills, effortlessly

**effortless learning**

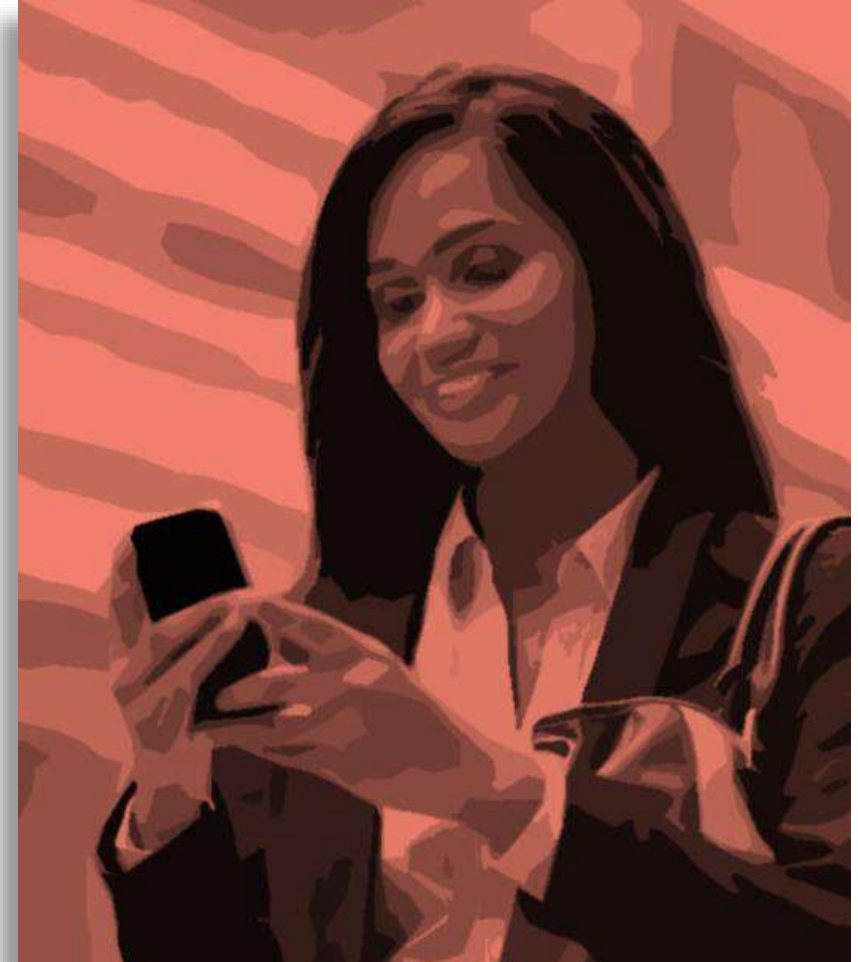
## MAKING LEARNING EFFORTLESS

**Imagine if your learners could upskill themselves in their busy schedule and on-the-go**

Imagine if this learning experience is further enhanced by making it:

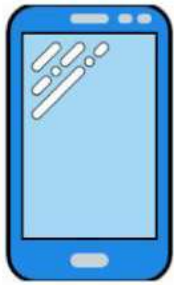
- Addictive through gamification
- Simple via bite-sized learning content
- Engaging through behavioral psychology
- Effective using data science

Master-O is the solution – a mobile-based, microlearning offering that enables your workforce to improve skills, effortlessly





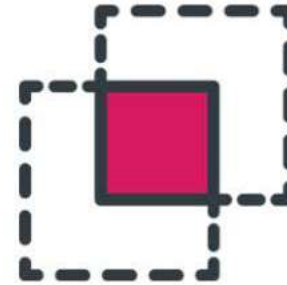
# Master-O For Your Organization



**EFFORTLESS,  
MOBILE  
LEARNING  
EXPERIENCE**



**CUSTOMIZABLE  
LEARNING  
MODULES**



**EASY  
INTEGRATION  
WITH EXISTING  
LMS**



**CONTINUOUS  
ENGAGEMENT  
& SUPPORT**

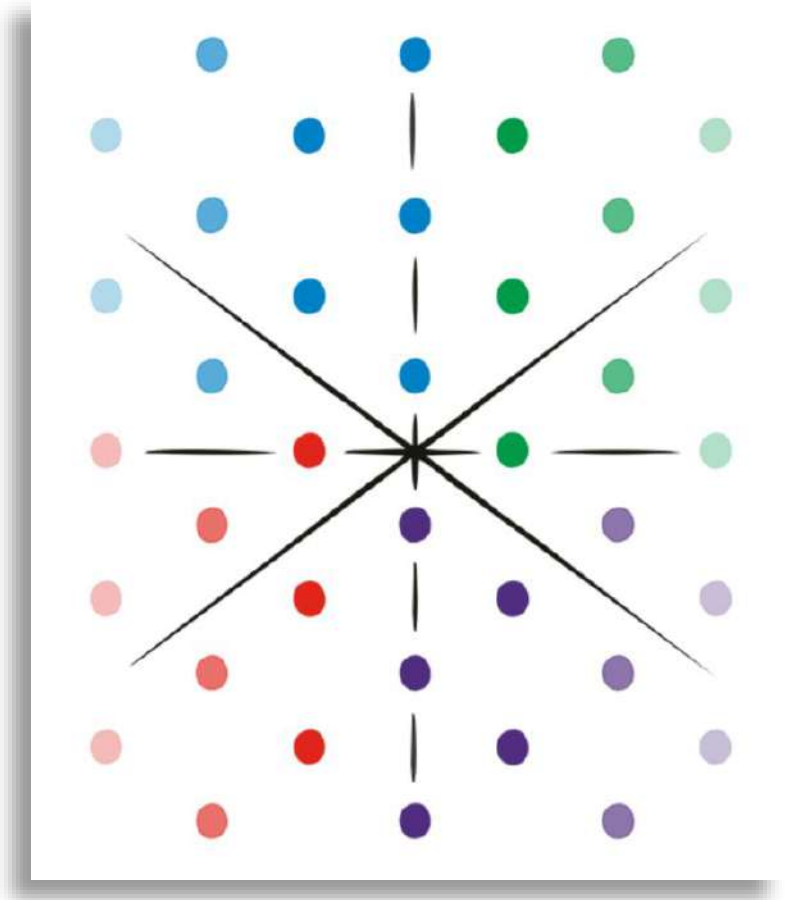


# About Supernova

Supernova, powered by IBM Watson provides insights on your demonstration of leadership competencies on the job. While leadership competencies have been globally recognized to have the greatest impact at the workplace, it is often difficult to measure their application in real time to provide useful insights to leaders in an organization.

Powered by IBM Watson, Supernova has been extensively trained on a leadership competency framework known as the **High-Performance Behavior (HPB) framework**. The framework was developed based on over 35 years of research and comprises of **12 leadership competencies**. These competencies have been used extensively to profile over 100,000 leaders across levels.

Supernova has been developed and trained on the HPB framework based on real life data consisting of more than 10,000 plus data points and from certified HPB leadership consultants.



# 12 Leadership Competencies



## Accelerating Innovation

Solve complex problems by considering alternatives, assessing pros and cons & looking at various perspectives.



## Building Confidence

How you communicate your belief in your's and others' ability to succeed.



## Communicating Effectively

Share your thoughts and ideas, while being understood and making an impact.



## Developing Talent

Unleash potential and nurture talent and aspirations through coaching, feedback and training.



## Establishing Trust

Manage the expectations of people and stakeholders to achieve success.



## Fostering Collaboration

Drive performance by developing teams to share expertise, leverage their strengths and collective knowledge.



## Gathering Intelligence

Identifying and accessing information to drive rapid and informed decision making.



## Generating Ideas

Create new strategies and address core problems and challenges.



## Implementing Change

Take responsibility for driving initiatives and encouraging a can-do attitude to create a culture of success.



## Improving Performance

Seek excellence knowing that you are measuring the right things and to continuously set new goals.



## Influencing People

Gain support for your ideas by building alliances and strategies that signal success.



## Winning Customers

Understand your customers to not only deliver and exceed expectations but achieve competitive advantage.