






# COMPANY PROFILE 2021-22

**WAGONS**  
LEARNING | CONSULTING

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## Focus & Vision

In the corporate sector, Wagons Learning focuses on developing business skills that would take your organization to new levels of success. Its innovative courses for Sales, Marketing, HR, Finance, Manufacturing, Operations and Services endeavor to give them a definite edge. Wagons Learning is one of India's finest marketplace engaged in human capital training and development. A premier organization delivering high quality learning solutions to corporations, professionals.

Wagons Learning was founded with a vision that is all encompassing in its breadth, yet single minded in its focus, effectively – *'charge you a step forward'* as an individual or an organization. This focus on your needs is central to how Wagons Learning philosophy across our key market verticals of corporate, educational institutions as well as individual learning solutions. Wagons Learning delivers training programs with cutting edge techniques and methodology that equips people with the right skills and knowledge, to help them achieve their career dreams. In order to ensure this happens, Wagons Learning focuses on a scientific assessment of each client's need and an accurate evaluation of the training delivery and the end results.

# Wagons Philosophy & Methodology

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The focus on your needs forms the foundation of Wagons philosophy. Wagons deliver training programs with cutting edge techniques and methodology that equips people with right skills, knowledge and behaviour to help them achieve their career goals. In order to ensure this happens, Wagons focuses on scientific assessment of each client's need and an accurate evaluation of training delivery to reach end goals of each program.

## Corporate Social Responsibility

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"Wagons Skill Foundation" is committed to building an empowered India by providing 'Skills for Employability' & aims to make India the Skills Capital of the world. Wagons Learning encourages all its employees to take part in the social welfare work and strongly committed to become a good corporate citizen. We view Corporate Social Responsibility as a true effort to reach, help and provide capabilities to the weaker sections of the society.



# Wagons Learning helps organizations

- Expand performance by increasing productivity and effectiveness of individuals and aligning them with their business objectives.
- Provide a measurable return on investment for their training Investments, creating the business justification for training expenditures.
- Assess employee competencies against job requirements, identify gaps and create development plans to enable effectiveness and growth.
- Efficiently and thoroughly develop and retain employees while minimizing time away from the office for training.
- Maximizing organizational performance by implementing and administering a learning solution to help simplify client's training requirement.
- Provides centralized managerial and administrative support services. A team of learning experts will ensure that the training solution is smoothly implemented.



# Learning Intervention Process



# Pre Training Support

One of the most important pre-requisite to bake a good cake is to pre-heat the oven. Similarly for an effective intervention to develop the capacity of a human capital it is important to understand the current skill levels, processes and the reality.

The same can be achieved through different Pre Training interventions such as:

- Programme Requirement Analysis.
- Learning Need Analysis
- Pre Training Participant Assignments

Wagons Learning team hand in hand works with their customers to reach to the root and identify exact challenges faced by the participants. The pain area identification helps in customization of the training intervention and makes it real, practical and applicable at workplace.

*Few illustration of Pre Training work is listed below:*

## Programme Requirement Analysis

It provides a comprehensive understanding of the overall objectives of the Client from the program, analysis of the audience, constraints involved in delivery and other environmental information that helps understand the context.

### *Learning Need Analysis*

The Wagons Learning team conducts a gap analysis by paying attention to the Beliefs, Behavior and Skill model.

- **On the job observation through field visits:**

**For example:** In Selling Skill interventions mandatorily our team will accompany the participants on some of their sales calls.

- **Survey Questionnaires or Assessment test or Case study**

Our team of knowledge experts designs the survey questionnaires for different knowledge/technical intervention to exactly understand the knowledge/skill gap.

**For example:** In Advanced Excel Programs our team mandatorily conduct assessment to understand the current knowledge level of participants.

### • **Mystery Shopping**

Our team visit few customer outlets and spends time in the working environment and gives a detailed mystery shopping report.

**For example:** In Customer Service interventions mandatorily our team will do mystery shopping by being potential customers and measure the service level at the outlets.

### • **Immediate supervisor meetings:**

Our delivery team meets with all the stakeholders to understand their expectations and incorporate the same to achieve best results.

## ***Pre Training Participant Assignments***

Few training interventions will require pre-workshop participant assignments like:

- Case Studies
- Simulation Exercises
- Mock Email exercises
- SMS Campaigns
- Team projects
- Presentations

These assignments given before the training programme and are discussed during the workshop. This ensures participant involvement from a very early stage.

## ***Designing the Learning Programme:***

1. After validating the LNA with key stake holders, Wagons team proceeds with planning the Learning Road Map.
2. Based on the Learning Road Map, we decide on the learning structure.
3. After validating the Learning Road Map & Structure with key stake holders, we start populating the story board. We make sure that the right methodologies (*a proper balance of VAK learning style*) are chosen.







4. As we complete the story board, we keep visiting the Learning Structure to see if we are within bench marks and planned vs. actual time lines are in control.

5. After validating the completed story board with key stake holders, we begin work on the Content development plan.

6. Review & Approval of the final content.

7. Standardization through Train the Trainer programme.

This process clearly sets the objectives to be achieved through the training programme and applicability of learning at workplace is guaranteed.



## ***Selection of the Facilitators***

### ***Delivery Methodologies***

- Instructor Led Training (ILT) including simulations and role plays
- Experiential Learning (XL) through business simulations and experiences based reflective learning
- Multimedia based learning (MMBL)



### ***Post Training Support***

In order to align the learning outcome with the business objective we are specialized in incorporating a series of Post Training interventions which will ensure a better learning retention and applicability of the learning outcome.

Wagons' Learning has firm belief that retention of learning is key to the success of the training intervention and we don't like to be away from this responsibility. Wagons' Learning takes complete accountability of assessing and monitoring progress, engaging participants through reminders as well as planning series of interventions to make the learning map complete.

The post training engagement plan is designed depending upon the participant profile, objectives set and the organizational requirement.



Some of our Post Training Engagement mechanisms:

### **A) Evaluation Mechanism**

- A set of structured post training assessments, and role based simulations (For KP2 Level Assessment)
- Monitoring of learning effectiveness- Survey sheet to be filled up by the supervisors based on their observation post 1-3 months of the classroom intervention (For KP3 Level Assessment).

### **B) Reminder Mechanism**

- Wagons Learning SMS (2/3 Minutes read)
- Wagons Learning E mailers (relevant to the program attended)
- Relevant Inspirational Story Boards
- E- Books on the topics covered
- Industry Aricles related to the topics covered

### **C) Follow Up Mechanism**

- Refresher: Help the customers with content on few key programs which can be converted in to small E-learning capsules (by the organizations for internal refresher training )
- Certification: Help to run the programs as certification courses thereby building aspirational value for Learning.
- Anchoring the desired behavior change: Simulation/Case study based instructor led or self paced learning on a regular interval over a period of 6 months.



# Our Esteemed Clients




# Management Team & Advisory Board

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**Prof. S.N.Hegde**

*Head – Education & Skill Development*

Having completed his Ph.D in Zoology, Prof. Hegde has served as Vice-Chancellor of the University of Mysore between 1997-2003. Prof. Hegde possesses more than twenty seven years of Post Graduate teaching experience. With over Thirty years of research experience, he has won apart from other recognitions, the Commonwealth Post-Doctoral Fellowship (University of Reading, England) and Fullbright visiting professorship (University of Arizona, USA). The Ministry of Human Resource Development – Govt. of India had nominated Prof. Hegde on the General Council of NCERT & Board of Governors of the Indian Institute of Technology, Madras. Prof. Hegde has served as Chairman of NAAC Adjudication Committee & UGC Review Committee of Subject Matter Experts (SME). He has about 70 publications some of which are in peer review journals published all around the world. Few of his academic activities include Chairman Board of Studies in Applied Zoology, Member Academic Council, Member Faculty of Science and Technology, Member American Association for Advancement of Science.



**K. V. Pai**

*Head – Automotive Technical Training*

An Engineer with over 35 years of experience in the auto industry, Mr. Pai has served the

likes of BEML & TATA MOTORS at various functions like service, R & D & Technical training. He has headed the team of Staff Training Centre (STC) for TATA Motors Ltd for more than a decade. Mr. Pai has not only trained people across India but in various other countries too. He holds the distinction of training thousands of candidates for effective vehicle servicing.



**Mr Chandrasekhar Pandyan**

*Head - Knowledge Management & Assessment*

Mr. Chandrasekar Pandyan comes with a rich experience of 23+ years in the field of innovation, knowledge management, learning & Development and capacity building. He has been part of Fidelity investment in the capacity of director spearheading knowledge management. In his career span he has served in different capacity with organisations like Intel Corporation, MindTree Consulting, Virtusa Corporation, InfoGain Corporation, Ramco Systems Limited and CMC Limited, across USA, UK, Sri Lanka and India. He has successfully modelled enterprise innovation, coaching, learning & development program. He has been one of the first few 'Certified Knowledge Managers' from the 'International KM Institute' of USA.

With Wagons, Mr. Pandyan heads the knowledge management and assessment.



**Mr Neeraj Kumar**

*Head – Behavioural Trainings*

Mr. Neeraj Kumar is a "trained & Certified Six Sigma Black Belt" from USA and a former Lean Six Sigma Coach for Asia Pacific Region for 3M, handling training & implementation of Lean Six Sigma in DMAIC & DFSS methodologies. He is a trained professional in QFD (Quality Function Deployment) by Dr. John Tereninko, one of the pioneers of this methodology in

the world. He is also a “Certified Master Practitioner” of NLP from the National Federation of Neuro-Linguistic Psychology USA, and a Certified Trainer from Silva Mind Control, International, Laredo Texas, USA. With his affluent background and experience he heads the content, quality & delivery of behavioural training at Wagons.



**Mr Kunal Chakrabarti**

*Head – Soft Skills Trainings*

Mr. Kunal Chakrabarti, an IIM Kozhikode alumni has over 22 years of experience in training and organizational development. He has served organisations like Standard Chartered Bank, Aviva Life Insurance, AEGON Life Insurance, Max Life Insurance in various capacity primarily in Training, capability and capacity building. He is a certified Sales observer with Mercedes Benz for conducting Assessments. He is a Dermatoglyphics Multiple Intelligence Test Practitioner.

Mr. Kunal heads the multichannel and multi industry delivery of soft skill programs.



**Mr Michael Rodrigues**

*Head – Content & Delivery*

Michael Rodrigues has career spanning over 20+ years in Sales, Leadership, L&D and Service Quality. He is an arts graduate with Post Graduation Diploma in Marketing and Human Resource. He is also a Certified PRISM (Brain Mapping) Practitioner and Belbin certified. He has worked with organisations like Max Life Insurance, Kotak Mahindra Bank. In his last assignment, he was Vice president with Kotak Mahindra Bank heading training and development.

With Wagons, Michael heads the content development, delivery methodology and program development.



**Mr Raviraj Poojary**

*Head – Business Development*

Mr. Raviraj Poojary Head's the Business Development with Wagons. He has completed Masters in Business Administration from Pune University and has vast experience working with Auto giants like Tata Motors, Force Motors etc. at various levels. With his expertise, experience and passion for training & development he is spearheading the delivery at finest level. A marketing strategist with years of experience he is responsible for the strategic planning, analytics and execution of Wagons diversified initiatives. He ensures the sales & service transactions are transparent and fair.



**Mr Uday Shetty**

*Head – Client Relations*


Mr. Uday Shetty Head's Client Relations with Wagons. He is a Management Graduate from University Of Pune and gained has vast experience in the field of finance & marketing. In his career spanning over 10 years he has worked with leading private sector banks of India like ICICI Bank & HDFC Bank at various levels. With his broad knowledge in business operation, banking services and passion for training development, he forefronts the client relations portfolio at Wagons. He is responsible for world class customer experience, planning and execution across various business verticals.

The logo for WAGONS LEARNING | CONSULTING. The word "WAGONS" is in a bold, blue, sans-serif font. The letter "O" is replaced by a stylized globe icon with orange, green, and blue segments. Below "WAGONS" is the text "LEARNING | CONSULTING" in a smaller, blue, sans-serif font.

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