

LEARNING | CONSULTING | DESIGNING



**WAGONS**  
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## LEARNING

In the corporate sector, **WAGONS** focuses on business leadership skills that would take your organization to new levels of success. Its innovative courses for sales, managers and executives endeavor to give them a definite edge. **WAGONS** is one of India's finest institutions engaged in human capital training and development. A premier organization delivering high quality learning solutions to corporations, professionals.

**WAGONS** 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** philosophy across our key market vertical of corporate, educational institutions as well as individual learning solutions. **WAGONS** 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** focuses on a scientific assessment of each client's need and an accurate evaluation of the training delivery and the end results

### CORPORATE TRAINING SOLUTIONS

**WAGONS** partners organizations in achieving their mission critical goals through enhanced effectiveness of their people and processes, using proven methodologies. The company has an enviable track record in the area of **sales excellence training, customer retention training, personal effectiveness training and leadership training and many more**. The solutions have benefitted professionals across sectors.

We offer a range of training services. Here is few list of training services offered

#### Training Need Diagnostic study

Training Need Diagnostic study identifies the gap between the knowledge, skills and attributes required and those already possessed by employees. It concentrates on focusing needs against business strategy and goals. This level is the most important because it starts with an assessment of the organization's strategic direction. Based on the gaps identified, the training solution is created.

#### Pain Area Study

**PAIN AREA Study (PAS)** is conducted which authenticates the concerns expressed by the customer. Once the client's concerns are isolated, a task analysis is carried out to identify the training related gaps. Based on the findings of the **PAS**, the training solution is created.

#### Training Content Development

At our Corporate Research Centre, we continuously research and develop training content for the solutions proposed to our clients. Our learning content developers develop the course material for the proposed solutions from instructional design background.

#### Performance Coaching

Performance Coaching refers to building on-the-field selling skills resulting in effective and structured sales calls, and hence, improving productivity and performance. The Performance coaches mentor and coach the frontline sales forces in the field. The sales force is also taken through specifically administered classroom modules for enhancing their selling skills.

#### Train-the-Trainer

Train-the-Trainer programme is aimed at honing the ability of participants (trainers) to develop and deliver training sessions. This workshop provides participants with a foundation of skills required to be an effective trainer. This programme follows the 'learning by application' approach and aims at developing the ability to impart effective training sessions.

Uniquely structured to build capability of a budding trainer or strengthening capability of even an experienced trainer, Train-the-Trainer programme equips them with skills such as, managing needs of the participants, handling difficult participants and creating conducive environment, to realize the training objectives.

#### Management Development Programmes

Management Development programmes from **WAGONS** develop requisite managerial skills at different levels, which are crucial to working in an inter-disciplinary team and fostering innovative partnerships for complementary interventions. The programmes have a dual focus — 'Self Management' comprising self assessment and development and 'Managing Others' where peer feedback and experiential learning play a major role.

## Customer Service Excellence Programmes

Customer Service Excellence Programmes from WAGONS are research validated to yield significant gains in service efficiency and customer satisfaction. The programmes focus on attitude, skills and processes in domains like internal customer care, customer care in telesales environment & big picture thinking and creating moments of truth for client interfacing teams.

## Sales Excellence Programmes

Sales Excellence Programmes from WAGONS enhance 'influencing skills' required for consultative sales or major account management, customer retention skills, telesales and proposal writing skills. Industry specific skill building for different verticals such as Automotive, FMCG, consumer durables, financial services, Banking & Insurance, and telecom is therefore a unique feature of such programmes. Sales management and channel management also form a part of Sales Excellence Programmes.

### OVERVIEW OF SUBJECTS

Goal setting	Attitudinal Change Program
Time Management	Train the Trainer
Stress Management	Innovation, Creativity and Lateral Thinking
Leadership and Self Improvement	Problem Solving and Decision Making
Team building	Coaching and Mentoring
Managerial Effectiveness	Public Speaking
Conflict Management	Effective Communication Skills
Change Management	Effective Presentation Skills
Soft Skills & Personality Development	Meeting Skills & Listening skills
Effective Negotiation Skills	Powers of Positive Thinking and Attitude
Body Language	Risk Management
Emotional Excellence	Project Management
Work Life Balance	Business Communication
Motivation	Corporate Etiquette and Grooming
Negotiation skills	Interpersonal Relations
Business Ethics & Professionalism	Confidence Building

### CONSULTING

## Management Consulting

We believe that our clients' success is our success; we believe in professionalism, we consistently maintain high standards for service and consultants to be always able to bring the best team of senior consultants to bear on every single project. With our across industries services range, and through our diverged geographical coverage, we understand our clients business needs, we comprehend their business specific language. We live the way they live. We help enterprises explore extraordinary opportunities, maximize revenue, manage and sustain growth.

We understand that our customers work in all sorts of business sectors and industries and may be senior managers, middle management or junior staff members. They have different business goals, with different needs, even their cultures and their business environments might be different. Despite these differences they share a number of common goals. They may wish to develop a competitive edge to maintain their business growth in increasingly competitive work environments. Achieve business goals to have the minimum impact for Interruptions

- ❖ better nurture their staff to achieve to their highest performance levels
- ❖ Make an immediate, measurable and lasting difference in their enterprise
- ❖ Improve their project management skills and relationships
- ❖ Solve problems more effectively and be solution-focused

Some of our major services include:

Management Consulting		
Analytics	Finance and Performance Management	Process and Innovation Performance
Business Turnkey	International Development	Risk Management
Business Process Management	Manufacturing	Smart Grid
Change Management	Mergers, Acquisitions and Alliances	Strategy
Customer Relationship Management	Mobility Services	Supply Chain Management
Channel Building & management	Operations	Sustainability
Talent and Organization Performance	Manpower consulting	Recruitment solutions

## DESIGNING

Wagons through its sister concern is a leading provider of Branding, Print Media, Web and Internet solutions for different industries which includes Social Networks, Real Estate, F & B industry, Nutritional Supplements, News papers, Matrimonial and Educational Industry & many more.

We have been in the industry for over 10 years and work with over 500 + clients providing web services and helping clients generate revenue online through different strategies. Over the years we have proven solutions that help our clients generate revenue online and get return on their investment.

### Our Expertise

- ❖ Over 10 years of experience catering to different markets and servicing over 500 + clients
- ❖ Unmatched creative and technical know how
- ❖ Customized designs with unique strategies as per client requirements

### Our portfolio of services include

- ❖ Branding / Print Media
- ❖ User Experience
- ❖ Website Design
- ❖ Programming and Content Management Systems
- ❖ E-commerce sites
- ❖ Internet Marketing, SEO & Paid Campaigns
- ❖ Email Marketing
- ❖ Blogs and RSS syndication
- ❖ Social Media Optimization



### Contact Us

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Step <sub>us</sub> <sup>w</sup>ith

