

KNOLSKAPE designed a **blended learning journey** for a global technology and consulting company to build the capabilities of its mid-level leaders

BACKGROUND

The client is a global **technology services and consulting company** focused on building innovative solutions that address clients' most complex digital transformation needs. They are recognized globally for their comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship with over **250,000 dedicated employees** serving **clients across 66 countries**.

PROGRAM OBJECTIVES

The company wanted to build the capabilities of its mid-level leaders to effectively manage individual contributors and first-line managers reporting to them. The objective was to enable their managers to enhance personal leadership, coach, and lead teams effectively, and build a diverse and inclusive culture. The organization was looking for a partner who can understand the key competencies of the mid-level leaders, build a structured learning path, and impart training for various geographical locations.

KNOLSKAPE'S SOLUTION

KNOLSKAPE designed, developed, and executed a blended learning journey comprising of Virtual Instructor Led (VILT) Sessions, assessments, self-paced courses, and brown bag sessions.

The key features of the journey included:

- » Customization of the program contents to address real issues at the workplace
- » Self-Paced Courses addressing areas such as transitioning to a middle manager, emotional intelligence, people manager essentials, leading diverse teams, managing a hybrid work environment, art of feedback, etc.
- » VILT Sessions to develop competencies such as leading teams effectively, managing fast changing employee expectations in the evolving workplace, leading virtual teams, conversational techniques for superior influence and outcome
- » Brown Bag Sessions to measure the success of implementation, sharing best practices, challenges to be addressed in the workplace, etc.
- » Knowledge quiz to measure progress and level of understanding of contents.

CLIENT TESTIMONIAL

"We thank KNOLSKAPE for the collaboration and customer centricity for successful closure of our first batch. We have embarked on the next batch – Announcement, Launch and official orientation has been closed. Let's make this a bigger success. Looking forward to your unstinted support, as always!!!"

– Program Leader

PARTICIPANTS' TESTIMONIALS

"The mapping to real world situations and people management scenarios will help to directly apply it to the everyday challenges"

"This was very interactive and was very relevant content. Simulation played a good role in understanding the current level of leadership skills."

"The simulation is curated to the real-life problems faced by managers, very interactive and engaging."

"Practical oriented, informative, interactive and knowledge enriching."

PROGRAM IMPACT

Staff Coverage:

250
Participants
across various
geographies

Average Participant Feedback Score

(relevance, structure, duration, facilitation): **9.2/10**



Net Promoter Score: **9/10**

