

Connected World. Connected Solutions.

Tech Mahindra

2014

**Aligning Learning to an Organization's Vision and Mission to
Drive Business Outcomes**

Take Away from Webcast

- **Creating a brand value**
- **Aligning Learning strategy to business strategy**
- **Creating a self-sustained learning model**

A brief description of the webcast -

This webcast focuses on the importance and the value of creating a learning organization. How learning is a strategic differentiator at Tech Mahindra, enabling the RISE of stakeholders.

- **Increase in Top Line – Growth**
- **Increase in Bottom Line – Reduce Cost**
- **Associate Delight Index**
- **Customer Delight Index**

Establishing the Value proposition

*We align program
delivery to business
delivery..enabling
outcome*

*Why does learning need
business outcome.....*



How important is the Learning Function?

Is Learning an Enabler or Can Learning Drive the Business?

Can Learning play the role of a Business Partner ?



Learning World Vision

To be one of the top five organizations in the world for its ability to build leaders and global associates through effective education



Learning World's Enablement of Mission 2015 : Strategic Themes

2 X Growth

- Focus on the growth of accounts - People and Revenue

0% EBIDTA impact

- Reduce external hiring by creating internal pipeline for skills in demand

No.1 Employer of Choice

- Provide learning opportunities for career progression

Leader in top 5 business lines

- Create Techno-Functional Consultants

Learning World's Enablement of Mission 2015: Define Strategic Objectives

2 X Growth

- **Focus on the growth of top accounts**
 - 10% growth of top 25 accounts enabled through focused learning interventions
 - Build Business capability to impact 10% of top line

0% EBIDTA impact

- **Reduce external hiring by creating internal pipeline for skills in demand**
 - Bench period reduction by 25%
 - Outcome based up/ cross skilling of associates on the bench: 25% of the key positions to be filled through internally

No.1 Employer of
Choice

- **Provide learning opportunities for career progression to all aspiring associates**
 - Provide 10% new learning opportunities in all areas
 - >90% reach to all associates through virtual / ILT programs
 - Improve the Technology Quotient (TQ) & EQ by 10%

Leader in top 5
business lines

- **Create Techno-functional consultants**
 - 5% of people in each chosen areas to be certified as techno-functional consultants
 - Prepare techno-functional consultants for Integrated solutions enabled through NMACS

Value proposition to leadership



Sell the Value Proposition to the Team



Measurement, Targets and Initiatives

Measurement

- More Lead than Lag measures

Target

- Realistic , Yearly , Quarterly

Strategic Initiatives

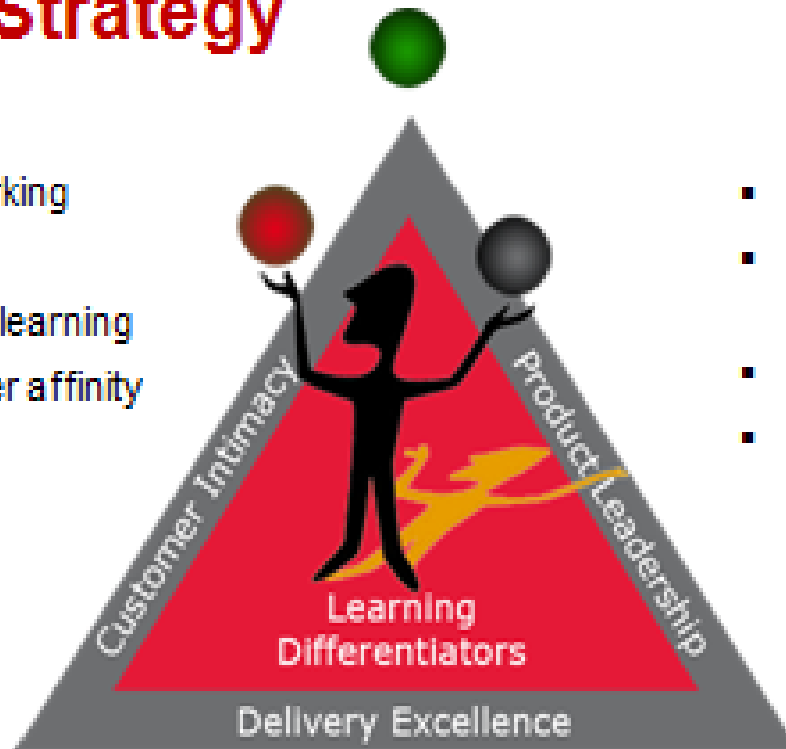
- To bridge the gap

Funding of Initiatives

- Linked to the performance

Learning Strategy

- Global benchmarking
- Align to mission
- Research based learning
- External customer affinity



- World class faculty/ facility
- International partnerships and alliances
- Build organization brand
- Offerings aligned to business needs

- Adult learning methodology
- Experiential and Experimental
- Leaders / Customers as teachers
- Virtual / classroom / mentoring / coaching / real time
- Global delivery focus

Customer focus



The turn around in Project Beta has been amazing. It is time we partner with Learning for setting up our Learning Academy.

Learning Initiatives : Creating a connect pre-joining

Learning From Home

Business Connect

Fast track \ Customized
batches



**Greater
Joining
Rate**

**Faster
Conversion**

**Groomed
Professionals**

**Reduced
training
duration**

Enabling associates to unleash potential



Effectively engaging associates during project transitions

Creating a positive impact on the bottom line



Creating a Self sustained Learning Eco-system

Building an internal talent pool

Focused Learning Academies-Top 25 Accounts

Customer Engagements

Re-skilling /Up-skilling- BW Engagement

Fresher Training – Fast track \ Customized batches

Development of m/e Learning modules

Domain Learning focus

Sales Leadership \ Young Sales leaders

Higher Education / Policies

Lean Six Sigma \ Building Project Management capability

Planet Learning \ Library Services

CXO Workshops

Thank you

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