

## Organization Development Consulting Skills



### About Customer

Incorporated and incepted in 2010, our customer, IT Services enterprise specialized in SAP ERP services, had successful business in India and grown, with investment from US and expansion of business in the US, grown further.

The enterprise is a preferred partner for SAP implementation and application services in the niche space of Higher Education & Research vertical.

Having made a mark in India with its expertise with several Universities and Engineering & Technology educational institution, the enterprise started delivering the services in the US market along with its partner from US.

As part of organizational development life cycle, the enterprise set up system and processes to manage growth. This has transformed the organization from small informal flexible enterprise to mid size, formal structured organization. This had resulted in a bit of adverse situation.



### Customer Situation

- There were steep attrition of human resources
- Critical resources with niche skills left the organization
- Sagesse Abundance was engaged to find the solution for the problem
- Sagesse Abundance offered a solution to float an "Employee Connect" survey
- Survey revealed the following:
  - Employees are having high sense of belonging
  - Employees were aspiring for learning and skill development
  - Employees demanded for better leaders in the organization
  - Employee wanted better infrastructure



### The Learning solution

- Consulting skill training programs were offered for different experience levels of employees in consulting profession
- The curriculum was tailored for different experience level
- Curriculum covered broadly about consulting, communication, team play, continual learning, industry knowledge, customer service and relationship, managing change
- Curriculum included workshops and exercises
- The training was rolled out across the board



### Business Benefits

- Employee attrition was arrested and brought down
- Management commitment to employees towards investment in learning was honoured
- Enterprise experienced better employee engagement
- Delivery operation was happening with better understanding and realization.