

CAPABILITY BUILDING REMOTE



About the Brand, Objective & Problem Statement

- When the pandemic broke out, a Tier I Global IT Services & Outsourcing organization found itself experiencing employee dissonance.
- Its young, globally distributed workforce had to switch rapidly to Work From Home [WFH] in a one-of-its-kind scenario. In the midst of this turbulence, even as they

were adjusting to new reality, they had to double down to cater to client expectations which remained Business As Usual [BAU].

Challenges

The workforce hitherto operating in office environments were used to establish protocols, a clearly laid down playbook, and a set pattern of working.

The sudden change upended all this. Employee attrition spiked, newcomers found the going tough in a remote, impersonal environment, established norms of governance took a backseat, Collaboration began to slide and eventually Client concerns began to mount.

Problem Statement

- The young, globally distributed workforce had no precedents to operating effectively in a WFH scenario.
- They were unclear how to interface with aggrieved customers in a completely new environment.
- There were no set norms on collaboration & governance; coaching & mentoring was affected.
- In the absence of face-to-face work & direct supervision, analytical skills & problem solving were disrupted.

Solution From Vasutti

- Vasutti at the outset spent time engaging with the workforce in different groups - to understand the newfound dynamics, the stresses & pulls, daily routines, coping mechanisms, makeshift governance etc.
- Detailed discussions were also done with their Supervisors to get their side of the picture and their expectations from Vasutti.

- Concerns centred around – lack of accountability, sporadic participation at work, low collaboration & confidence, limited avenues for coaching & mentoring, inability to deal with unscripted customer dynamics and escalations.
- Vasutti devised a distinct Leadership program – REMOTE - aimed at –
 - Managing SELF
 - Managing & Motivating The Team
 - Seamless Customer Experience
 - Process Re-Engineering
 - Stakeholder Collaboration
- The program was a customized one spanning over 3 days drawing upon real life scenarios, case studies, structured problem solving techniques, exercises and discussions.
- It was done in virtual mode, hence the sobriquet REMOTE.
- A follow-up session was also done a month later to gauge the impact of the program
- Over 200 participants across 10+ batches underwent this program.

Results (tangible results with numbers)

- Participant feedback was buoyant and overall score of 3.8/4.0.
- Participants in follow-up sessions listed – improved team engagement & cohesion, reduced attrition & shrinkage, fewer customer escalations, sharper root cause analysis in problem solving, higher NPS – as key benefits.
- Program feedback cited the following as most relevant
 - Role plays & Presentations
 - Videos & Case Studies
 - Practical & interactive program
 - Analytical nature and exposure to different industries / best practices
 - The program format which allowed for different activities to boost learning
- The underlying common participant feedback was that this was a one-of-its-kind intervention which they had not experienced before.



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Let's Collaborate!

Choosing Vasutti means partnering with a team dedicated to your success and equipped to deliver real, sustainable transformation.

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