



## Trainer Profile

### ANJU BHATIA

Anju Bhatia has more than twenty years of experience in establishing, managing and leading L & D functions for organizations in IT, ITES, Banking & Financial services and Hospitality sectors. She has worked with organizations like Capgemini, Goldman Sachs, Accenture, Standard Chartered Bank and its captive BPO Scope International and Jet Airways.

#### **Work experience:**

- Anju started her career with **Jet Airways India Pvt Ltd** in 1993 where her last role was spearheading Service Quality and Training.
- In 2001, she moved on to manage Training for the Consumer Banking division of **Standard Chartered Bank** in India. There she was responsible for the overall training and quality of service in all the branches of Standard Chartered Bank in India.
- In 2004, she also helped to establish and lead the training function in **Scope International**, the captive BPO arm of Standard Chartered Bank.
- In **Accenture**, in 2004, Anju was the Training Lead for the BPO business where she was responsible for complete training needs and capability development of people in the different outsourcing businesses.
- She moved on to manage Goldman Sachs University in 2006, the training and leadership development function in **Goldman Sachs** Shared Services in Bangalore.
- Prior to joining Capgemini, she was a Senior Consultant with **Linkage Training and Consulting**, a Boston based Leadership Development organization. In this role she used to manage and deliver leadership interventions for clients like Bank of America, Accenture, Deutsche Bank, Nokia Siemens, etc.
- In her last role from 2011-13, she was heading Learning & Development for **Capgemini Business Services Pvt Ltd**, the outsourcing arm of Capgemini in India. In this role she was responsible for Leadership Development and Talent Management for the 6000 strong workforce in the organization.

#### **Areas of Specialization:**

Her specialized areas of leadership training include:

- Leadership Communication
- High Impact Presentations
- Leading People and Teams
- Coaching for Performance
- Leading Change
- Strategy and Innovation

She is also certified on Accenture's training modules like Leader's Window, Managerial Communication, Presentation Dynamics, Achieving Meeting Results and other courses, and is a DiSC certified professional.

She has trained over 5000 leaders in diverse organizations on these aspects of leadership. Some of the companies she has trained for are – Accenture, Bank of America, Capgemini, Deutsche Bank, Nokia Siemens, Vodafone, WeConnect, eMerge.

Her other areas of expertise include designing

- Competency frameworks for Organizations
- Competency Based Training curricula
- Development and Assessment centers – design and execution
- HR and OD Consulting for mid-size companies

### **Education:**

An alumnus of IIM –C, Anju's academic qualifications include an Advanced Program in Strategic Management from IIM Calcutta, 3 years Hotel Management from IHM Mumbai and a Bachelors Degree in Arts.

### **Other Interests:**

Anju has also been associated with the Art of Living Foundation since last 19 years and has been teaching Art of Living courses to individuals and corporates from last ten years. She is a certified faculty of 'Achieving Personal Excellence'(APEX program), the corporate leadership initiative of Art of Living and has conducted stress management programs for leaders in Procter & Gamble, Coke, HP, Tata Beverages, Huawei, Goldman Sachs, TUV Sud, Tech Mahindra and many others. She is also a certified faculty of "I Excel I Lead", the leadership program for mid and small size companies.

She is a member of NHRD, ATD (formerly, ASTD American Society of Training & Development), and also speaks at various HR related forums for B-Schools.