

Role: Training & Engagement	Department: Operations
Grade: Manager	Designation: Manager Training & Engagement
Experience: 5 years	Location: Bangalore
Education: Min Post Graduate	

SUMMARY

Ensure success of the training program and to give participants the best learning experience from Marg

KEY RESPONSIBILITIES

Pre Training

- Handle the registration process and ensure all important information is collected
- Ensure the pre work/pre assessment is sent and completed by all participants. Address queries related to their change management projects. This will require knowledge of change management and projects
- Conduct precalls to give participants a brief on the content. Generate awareness and desire in them to attend the certification program through this call
- Get training material, feedback forms etc. printed and carry the same to the training programs or dispatch to clients as deemed necessary
- Prepare for the session according to the participants profile and project. Training is customized depending on the participants in the room. Share relevant details with the facilitator
- Ensure portal access is given to all participants and handle queries regarding the same
- Sending coordination mails to trainer and client after finalization of dates

During the Session

- You are the “Eyes in the Room” to scroll through the cameras and observe participants and their level of engagement
- Paying attention to the agenda (content, breakout rooms, music and helping instructors stay on time). Interest on content is required to guide the instructor
- Support the facilitator in all matters logistic and otherwise related to training
- The producer must be fully engaged and model engagement to the other participants. The producer is required to be on camera and actively listen and understand the content
- Establishes personal connections with the participants. The participants are senior leaders typically with over 15 years of experience in their fields.
- Assists with classroom and materials setup
- Provide support to anyone having technical issues
- Paying attention to the flow of the content to ensure class activities are customized according to participants needs
- To customize and conduct fun, engaging ice breaker activities
- Conduct Quiz on content
- Creates a slideshow of memories and fun things that happened during the class
- Be comfortable with Prosci’s change management content
- Suggest best practices on change management content and delivery to the facilitator
- Be the facilitator’s guide and nudge them to ensure engagement with the participants
- Portal Demonstrations
- Licensing Demonstrations
- Help the participants build presentations throughout the course. This involves understanding the participants project and to see how to apply CM on that
- Monitor the chat thread, respond to simple questions on content and otherwise, and relay more difficult questions to the instructor
- Provide feedback on the Presentations the participants give. The feedback will mainly be on content

Post Training

- Act as the observer in the training sessions and revert to team with feedback on the trainer /client/participants and the training session and work with the team towards improvement of the same
- Collect the feedback forms post session and analyse the same to highlight any abnormalities immediately for corrective action.
- Send feedback analysis to clients
- Issue digital badge to all participants

Others

- This role is the face of Marg and the single point of contact at all training programs
- For trainings requiring materials from abroad – order materials from abroad over portal and liaise with partners to transport and clear the goods to reach Marg office
- Maintaining trainer and consultant pipelines
- Engaging with the clients for consultancy requirements and liaise between consultants and the clients
- Be a part of consulting engagements and ensure it runs smoothly. Ensure the consultant is aware of the right methodologies and using the same as per clients’ requirements.
- Willing to travel to training locations within and outside Bangalore
- Manage the entire post session nurture activities for each session including the renewals
- Ensure process for forex payments is followed and payment is made on time
- Independently handle and close projects or initiatives of Marg

Vendor Management

- Be the Marg representative to our vendors – Travel, Hotels & Caterers.
- Improve Vendor Selection
- Harness cost savings
- Reduce the risk of disruption. Have multiple vendors onboarded
- Strengthen vendor relationships
- Negotiate better rates

KEY RESULT AREAS (KRAs)	COMPETENCIES
Facilitator Feedback	Attention to Details - 5
Participant Feedback	Communication Skills - Listening & Comprehending Skills - 5
Smooth running of the session –	Interpersonal Skills - 5
Accuracy & timeliness	Problem Solving - 5
Response Time	Decision Making - 5
Degree of independence – Pre,	Customer Orientation - 5
During & Post	Planning & Execution Discipline - 5

REPORTS TO	SUPERVISES	RELATIONSHIP	
		EXTERNAL	INTERNAL
Bharathi R		Facilitators, Vendors, Consultants, Participants, Clients	Sales, Office Manager, Facilitators