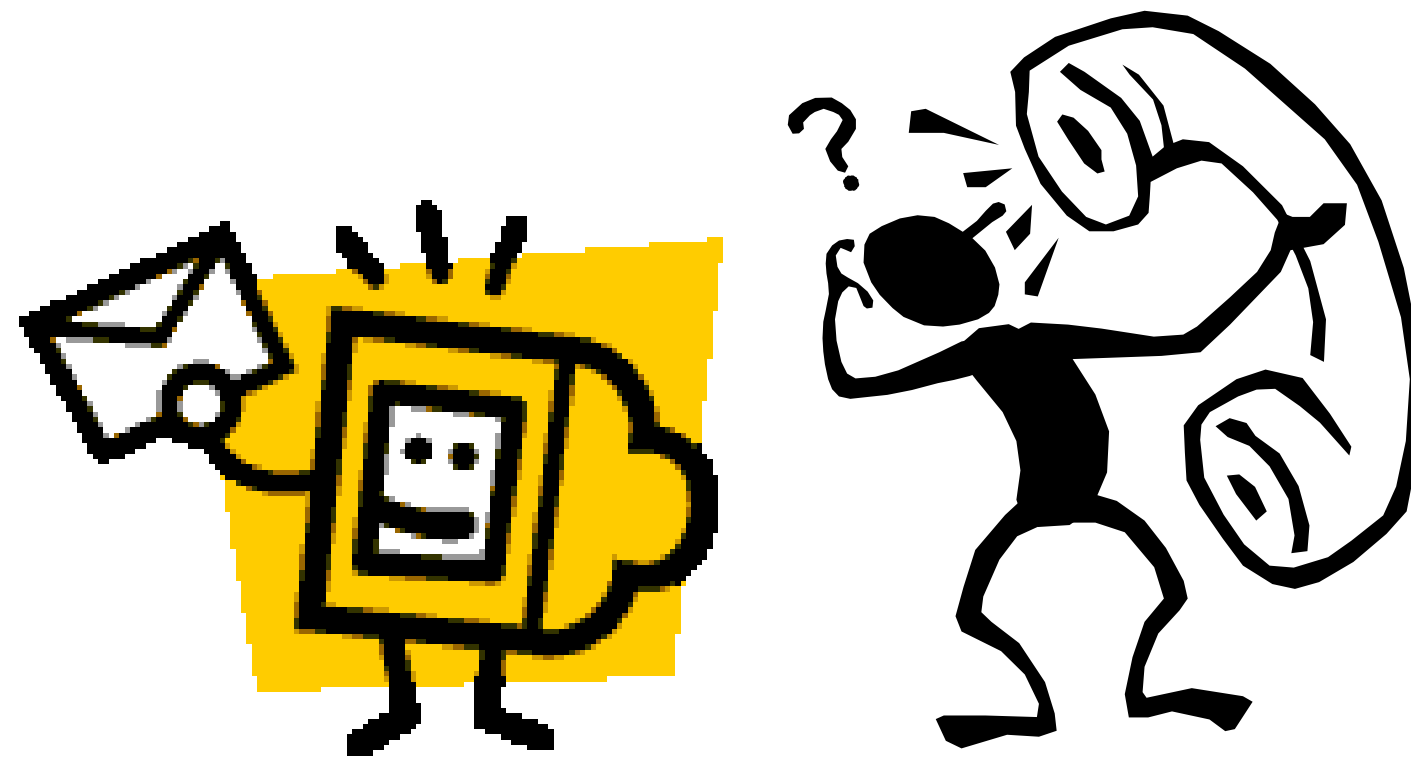


Communication – Building the invisible bridge

Global Teams



Communication modes



Communication challenges



- Ambiguous emails
- Inappropriate tone
- Not sensing implicit messages
- Ineffective verbal expression

External Professional Training Lack

Specific Relevance

Sustained Monitoring

Usual Recourse – External Professional Training



Bridging the gap between
Training need vs. Imparted training



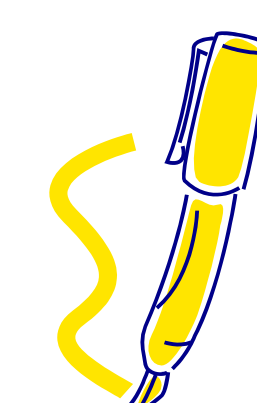
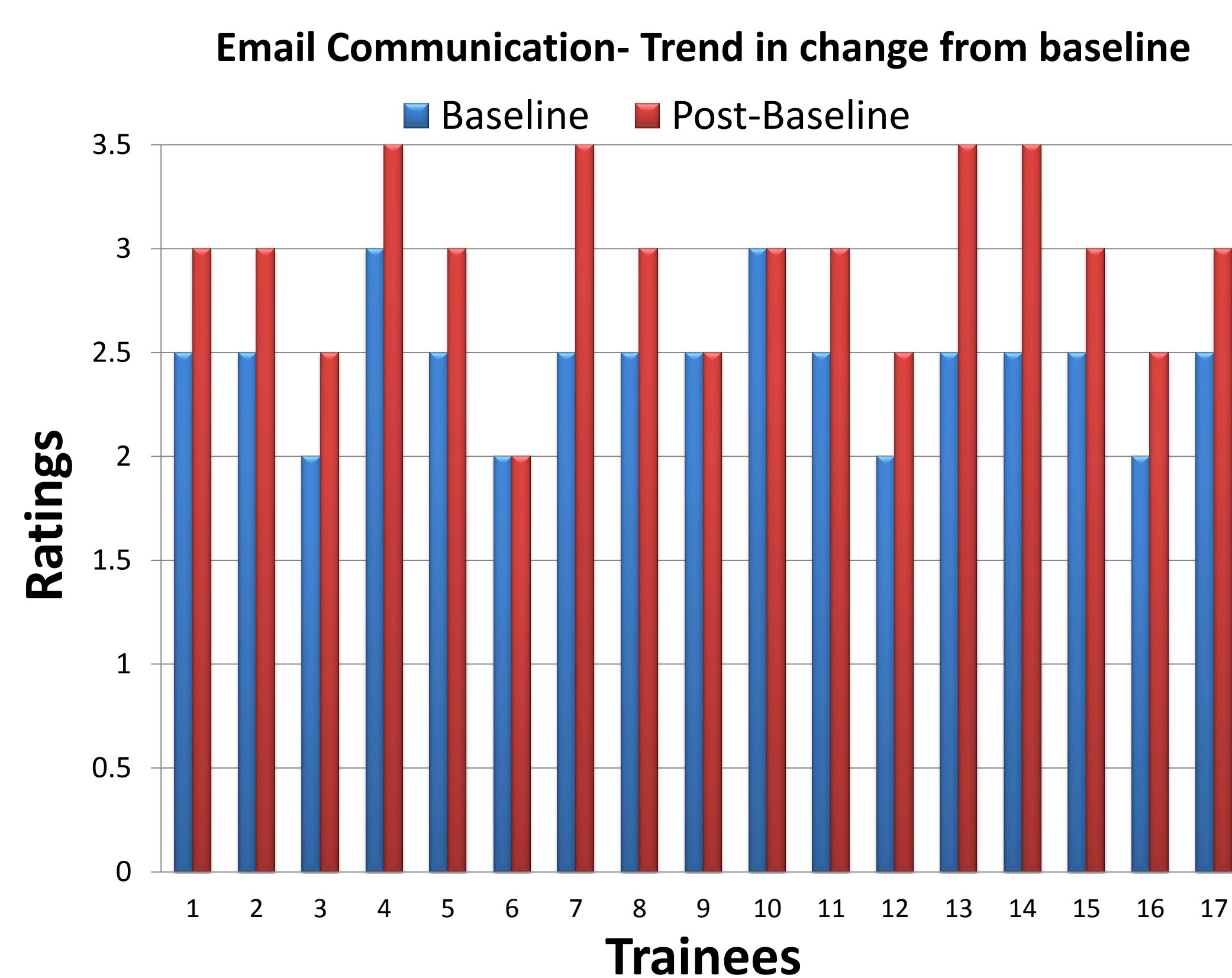
Our Experiment – Internal Workshops

Topics	2 Days Workshop	Offline	Takeaway
Email Communication	1. Email Writing 2. Email Interpretation	1. Email writing exercises	1. Model emails 2. Email Checklist
Verbal Communication	1. TC Etiquette 2. Mock TC recordings	1. Preparation of TC situations	1. Model TC recordings 2. TC Checklist



Mentor guidance for 3-4 months

Positive Results – Average 0.5 Shift up



Workshop Highlights

- Focused – Work scenarios
- Individual attention
- Maximizing interaction
- Continued guidance
- Specific reference material

Improved Communication => Improved productivity



Challenges

- Substantial trainer time
- Many iterations of small batches
- Recording workshops not helpful

An experiment worth trying

