

Benori Knowledge

DEVELOPING AN INSPIRED WORKFORCE AT A
GLOBAL KNOWLEDGE PROCESS OUTSOURCING (KPO)



CLIENT NEED

Our client, an India-based Global provider of custom research and analytic solutions, had been growing at an exponential pace and had built a young, energetic team of 70+, serving clients across the globe. They reached out to us to create a hybrid-solution to impact the whole workforce and a more personalized coaching solution for their managers.

OUR SOLUTION

We designed a 6-month learning journey that worked with the whole workforce and had the following elements -

- Three 90-minute webinars with all employees
- Six month one-on-one coaching with the managers
- Three group virtual sessions for the managers to create peer learning opportunities



I had a great time during the company-wide 90-minute session on Ignite Your Inner Spark. The exercise to discover core values was very valuable for every attendee. We will have more sessions to continue on this path of self-discovery.

Puja Gupta, COO and Co-Founder, Benori Knowledge Solutions

100%

of the managers were 'Extremely Satisfied' with their coaching journey

50%

managers were promoted to Area Vice Presidents at the end of the year