



Leadership Essential & Acceleration Program



Skill Development
— A C A D E M Y —

INTRODUCING



Employees' growth and development

Long term association & high retention levels

LEAP

Leadership Essential & Acceleration Program

Ensuring steady supply of capable leaders

Making people productive & effective in their roles

Will encourage innovative thinking & problem-solving

LEAP (Leadership Essential & Acceleration Program)

LEAP aims to provide employees with the skills, knowledge, and opportunities they need to excel in their careers.

It will create a culture of continuous learning, growth, and excellence, benefiting both individuals and the organization's long-term goals.



Objective

Employee's growth and development, Long term association and high retention level of people.



Learners

All Executives, Sr Executives, SME's, TL's within **Support Staff** are eligible for this program.



Duration

8 Months (**LAP 1**) and 8 Months (**LAP-2**)

Bi-annual Roll out

(April and October)



Methodology

Shortlisting basis selection criteria followed by ILT, VILT, blended and Experiential Learning.



Evaluation

Online Assessments, Post Training Assignments, Manager's Feedback



Certification

- Certificates for trainees who complete the Training & Assessments successfully in LAP-1
- **Qualifies for LAP-2** and eligible for **Lateral** growth opportunities / IJP's.
- Certificates for trainees who complete the Training & Assessments successfully in LAP-2
- Becomes a part of **Certified Talent Pool** and eligible for **Vertical** growth opportunities / IJP's.

Eligible Learners

Subject Matter Expert

Quality Analyst

Trainer

HR / TA Executive

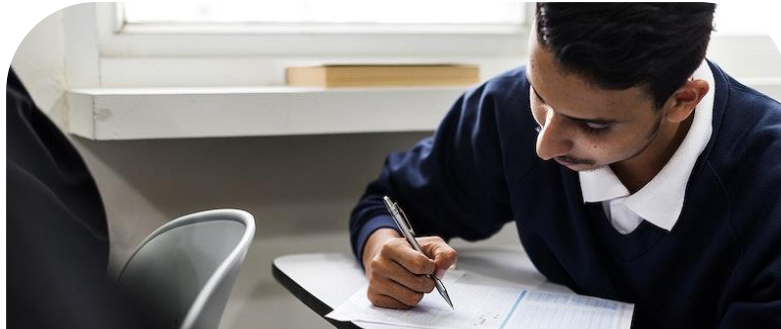
WFM / MIS Executive

C&I Executive

Admin Executive

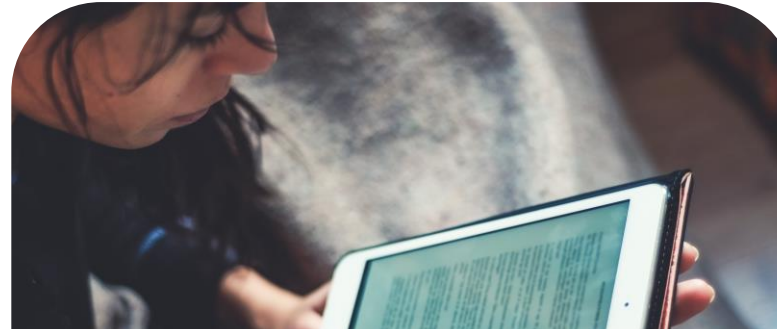


Learning Tools



PRE AND POST TRAINING EVALUATION

Evaluation determines the candidate's aptitude and job fitment within his current role. It also provides us with information on his skill and strength areas, as well as his primary areas of opportunity



INSTRUCTOR LED & E-MODULES

Program Involves interactive exercises in the form of tests, quizzes and team activities during the class, in the spirit of practical learning during our sessions



LEARNING MANAGEMENT SYSTEM

The LMS facilitates "anytime, any place, any pace" access to learning content. LMS will also provide learners with the ability to use interactive features such as audios, videos, leaderboard, and discussion forums.



ON THE JOB TRAINING

Participants are involved in various projects through which they get to apply their learning and get a deeper understanding of the matter.

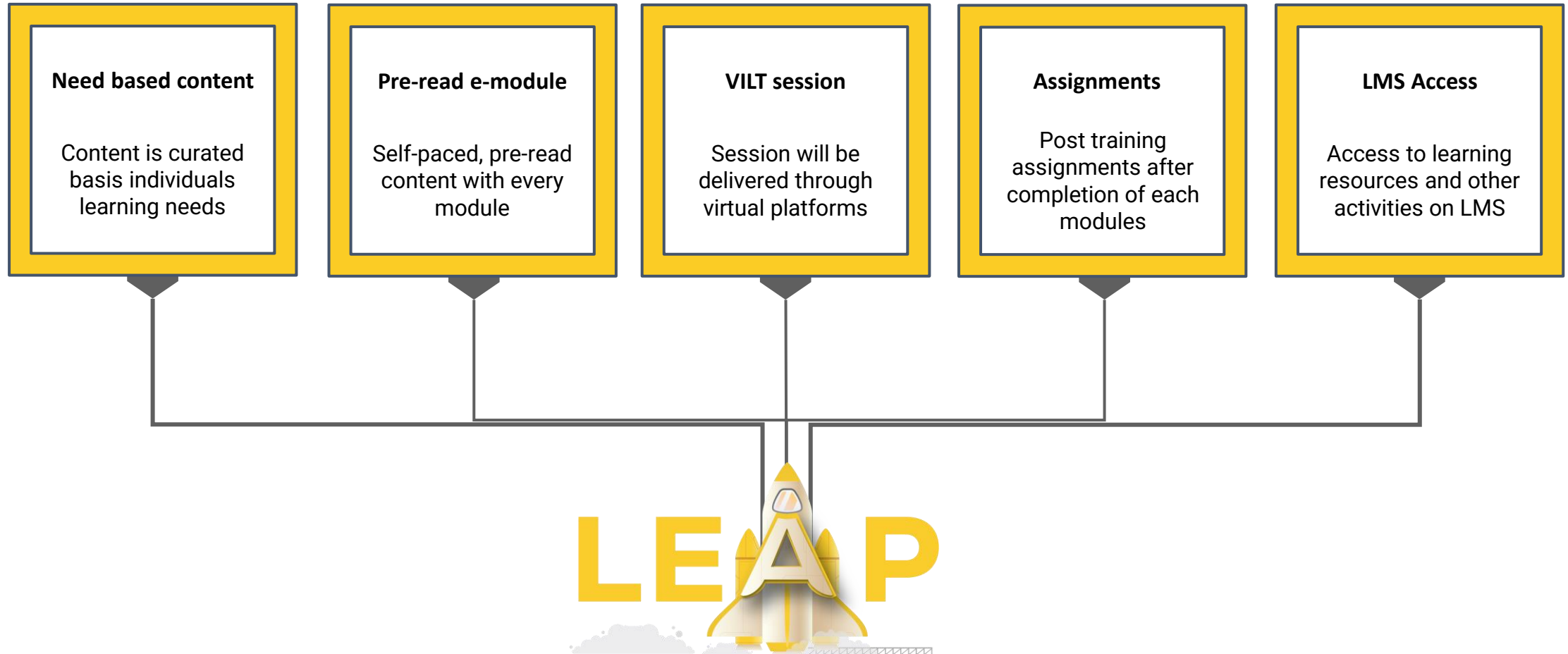


REVIEW SESSIONS

We provide a platform to our participants to share their learning with others through review sessions



Modules – Overview



Learning Path – SME



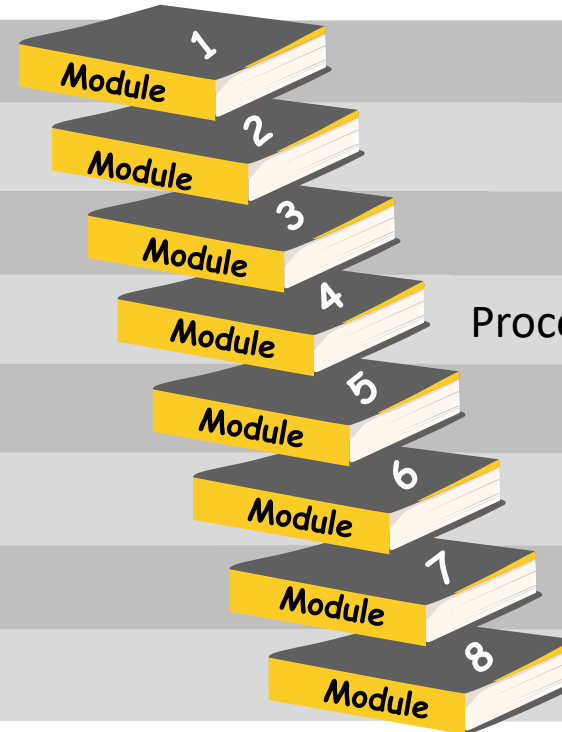
LAP 1

ILT - 100 Hrs.

EL - 4 Hrs.

4.0 %
Prod. Hrs.

- BPO Basics & Terminologies
- Customer Centric Approach
- Administrative Skills
- Presentation Skills
- Attention to Detail
- MS. Office Tools - Basics
- Conflict Management
- Communication Skills



LAP 2



- Flexibility and Adaptability
- Time Management
- Business acumen
- Process Improvement Methodologies
- Leadership Skills
- People Management Skills
- Collaboration skills
- Relationship building

* Successful completion of each modules will add credit points in your learning journey



Subject
Matter Exp.



Learning Path – TL (Ops)



LAP 1

ILT - 100 Hrs.

EL - 4 Hrs.

4.0 %
Prod. Hrs.

BPO Basics & Terminologies

People Management Skills

Communication Skills

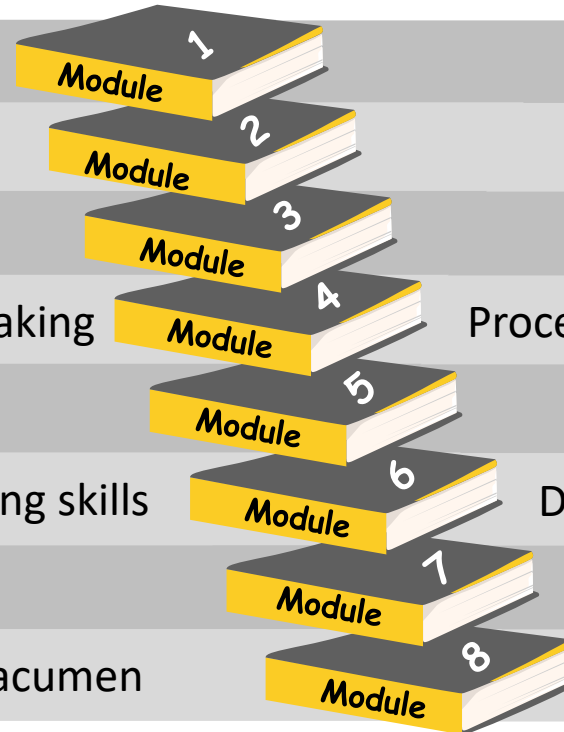
Problem-Solving & Decision-Making

MS. Office Tools - Basics

Feedback, Coaching & Mentoring skills

Creativity @ Workplace

Operations Mgmt. & Business acumen



LAP 2

Flexibility and Adaptability

Time Management

Presentation Skills

Process Improvement Methodologies

Leadership Skills

Data analysis & Investigative Skills

Collaboration skills

Relationship building

* Successful completion of each modules will add credit points in your learning journey



Team
Leader



Learning Path – Quality Analyst



LAP 1

ILT - 100 Hrs.

EL - 4 Hrs.

4.0 %
Prod. Hrs.

BPO Basics & Terminologies

Customer Centric Approach

Feedback, Coaching & Mentoring

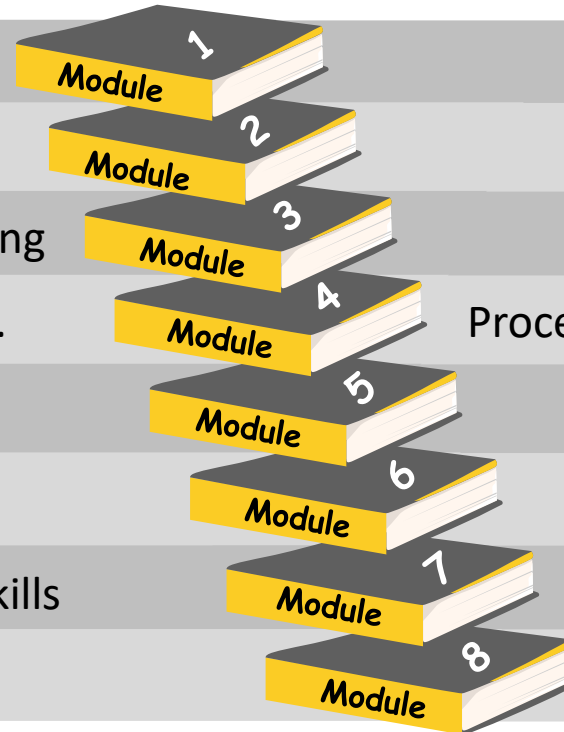
Quality Assurance tools & tech.

Attention to Detail

MS. Office Tools - Basics

Data Analysis & Investigative Skills

Communication Skills



Flexibility and Adaptability

Time Management

Business acumen

Process Improvement Methodologies

Leadership Skills

People Management Skills

Collaboration skills

Relationship building

* Successful completion of each modules will add credit points in your learning journey



LAP 2



Quality Analyst



Learning Path – Process Trainer



LAP 1

ILT - 100 Hrs.

EL - 4 Hrs.

4.0 %
Prod. Hrs.

BPO Basics & Terminologies

Facilitation/Training Delivery Skill

Feedback, Coaching & Mentoring

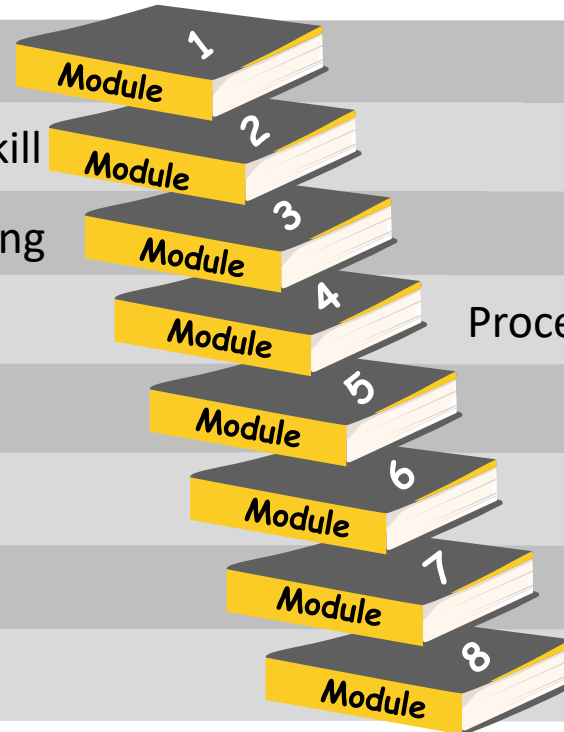
Presentation Skills

Customer Centric Approach

MS. Office Tools - Basics

Content Developing Skills

Communication Skills



Flexibility and Adaptability

Time Management

Business acumen

Process Improvement Methodologies

Leadership Skills

People Management Skills

Collaboration skills

Relationship building

* Successful completion of each modules will add credit points in your learning journey



LAP 2



Process
Trainer



Learning Path – HR Executive



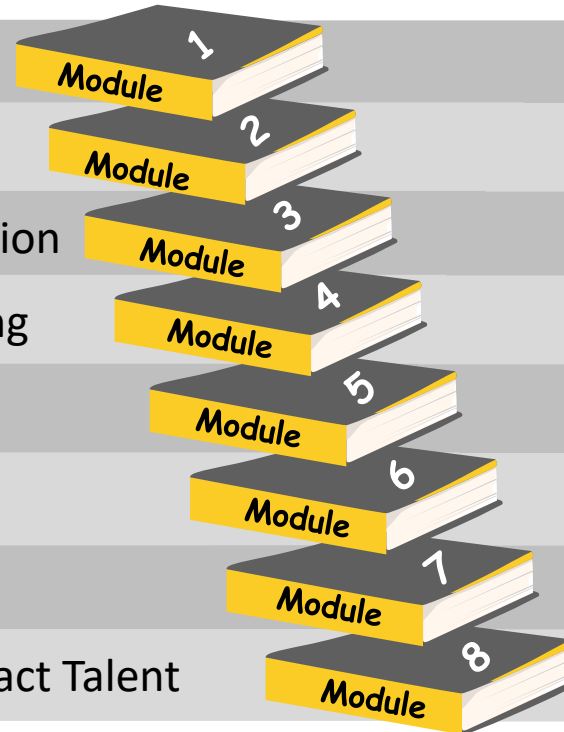
LAP 1

ILT - 100 Hrs.

EL - 4 Hrs.

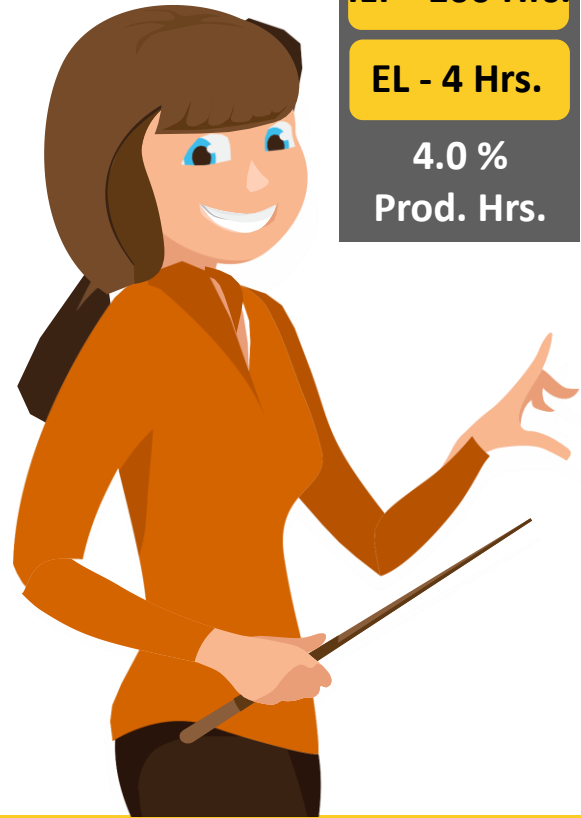
4.0 %
Prod. Hrs.

- BPO Basics & Terminologies
- HR Best Practices Expertise
- Employee Engagement & Retention
- Counselling & Grievance Handling
- Communication Skills
- MS. Office Tools - Basics
- Creativity @ Workplace
- Creating Brand Awareness - Attract Talent



LAP 2

- Flexibility and Adaptability
- Time Management
- Business acumen
- Labor laws and Regulations
- Leadership Skills
- People Management Skills
- Collaboration skills
- Relationship building



HR
Executive



Learning Path – TA Executive



LAP 1

ILT - 100 Hrs.

EL - 4 Hrs.

4.0 %
Prod. Hrs.

BPO Basics & Terminologies

Recruitment Expertise

Employee Engagement & Retention

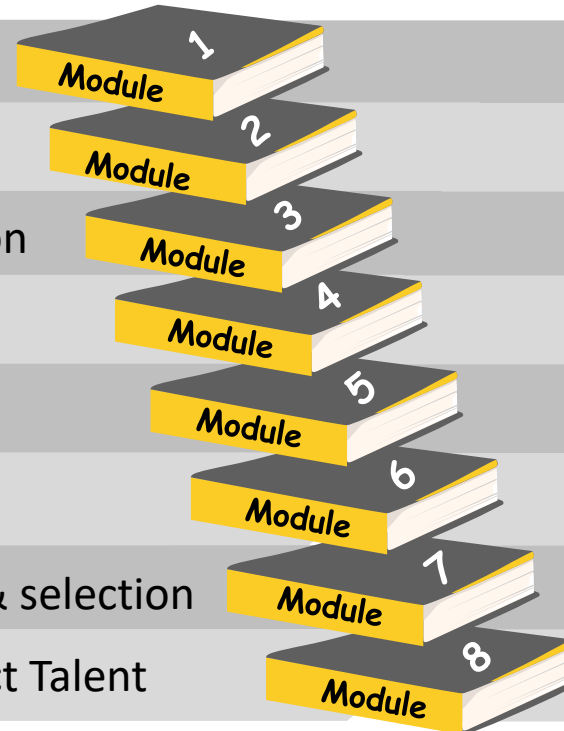
Creativity @ Workplace

Communication Skills

MS. Office Tools - Basics

Interviewing Skills - Recruitment & selection

Creating Brand Awareness - Attract Talent



Flexibility and Adaptability

Time Management

Business acumen

Labor laws and Regulations

Leadership Skills

People Management Skills

Collaboration skills

Relationship building

* Successful completion of each modules will add credit points in your learning journey



LAP 2

Flexibility and Adaptability

Time Management

Business acumen

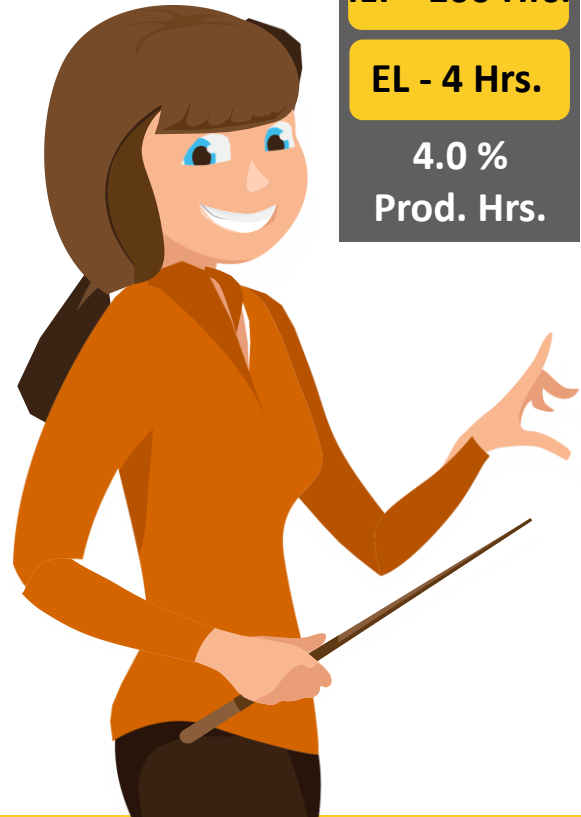
Labor laws and Regulations

Leadership Skills

People Management Skills

Collaboration skills

Relationship building



TA
Executive



Learning Path – WFM / MIS Executive

LAP 1

LAP 2

ILT - 100 Hrs.

EL - 4 Hrs.

4.0 %
Prod. Hrs.

BPO Basics & Terminologies

Intro to Management Info. System

Intro to Workforce Management

Real-Time Monitoring and Adherence

Attention to Detail

MS. Office Tools - Basics

Data Analysis & Investigative Skills

Communication Skills

Module 1

Module 2

Module 3

Module 4

Module 5

Module 6

Module 7

Module 8

Flexibility and Adaptability

Time Management

Business acumen

Process improvement methodologies

Leadership Skills

People Management Skills

Collaboration skills

Relationship building

* Successful completion of each modules will add credit points in your learning journey



WFM / MIS
Executive



Learning Path – Admin Executive



LAP 1

ILT - 100 Hrs.
EL - 4 Hrs.
4.0 %
Prod. Hrs.

BPO Basics & Terminologies

Administrative Skills

Facility Management

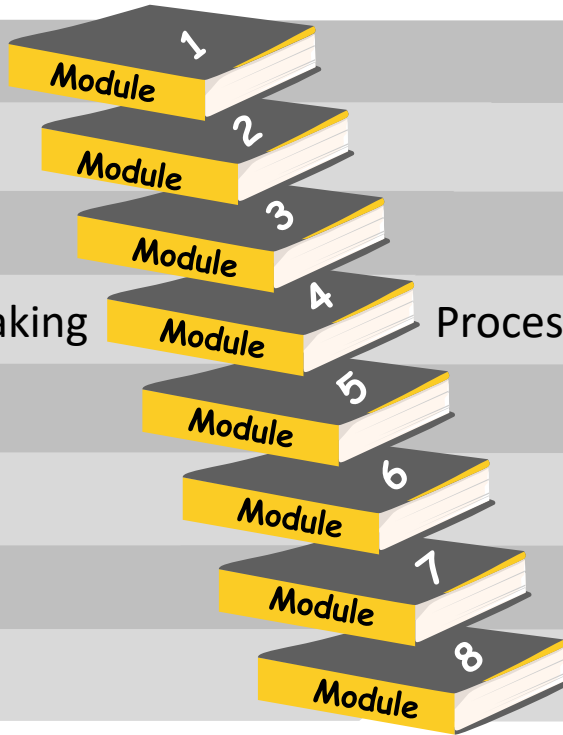
Problem-Solving and Decision-Making

Employee Safety, CPR & First Aid

MS. Office Tools - Basics

Financial Management Basics

Communication Skills



Flexibility and Adaptability

Time Management

Business acumen

Process Improvement Methodologies

Leadership Skills

People Management Skills

Collaboration skills

Relationship building

* Successful completion of each modules will add credit points in your learning journey



LAP 2



Admin Executive



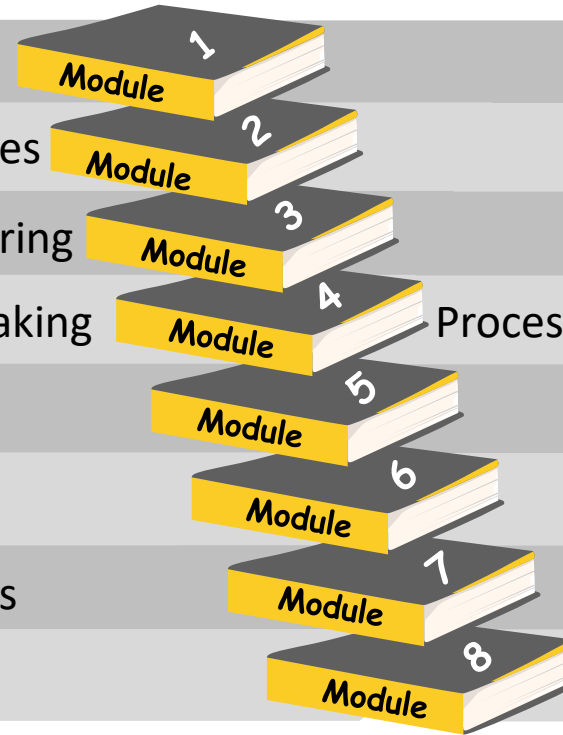
Learning Path – C & I Executive



LAP 1

ILT - 100 Hrs.
EL - 4 Hrs.
4.0 %
Prod. Hrs.

- BPO Basics & Terminologies
- Compliance Stand. & Best Practices
- Compliance Auditing and Monitoring
- Problem-Solving and Decision-Making
- Attention to Detail
- MS. Office Tools - Basics
- Data Analysis & Investigative Skills
- Communication Skills



LAP 2

- Flexibility and Adaptability
- Time Management
- Business acumen
- Process Improvement Methodologies
- Leadership Skills
- People Management Skills
- Collaboration skills
- Relationship building

* Successful completion of each modules will add credit points in your learning journey



C & I
Executive



LEAP - Roadmap

Equip you for your current roles & responsibilities

LAP 1 - Roadmap

LEAP : LAP 1 Orientation
(Formation of Cohorts)

Month 1

Self-Paced & Virtual Session
1 Module Each Month

Post Training – Assessments,
Assignments & Learning Review

Month 2 – Month 7

Final Certification & Results
Announcement

Certificates & Accolades
(Cash Reward of 5000/-)

Month 8

₹ 5000/-

Enable you for the future Lead roles

LAP 2 - Roadmap

LEAP : LAP 2 Orientation
(Formation of Cohorts)

Month 1

Self-Paced & Virtual Session
1 Module Each Month

Post Training – Assessments,
Assignments & Learning Review

Month 2 – Month 7

Final Certification & Results
Announcement

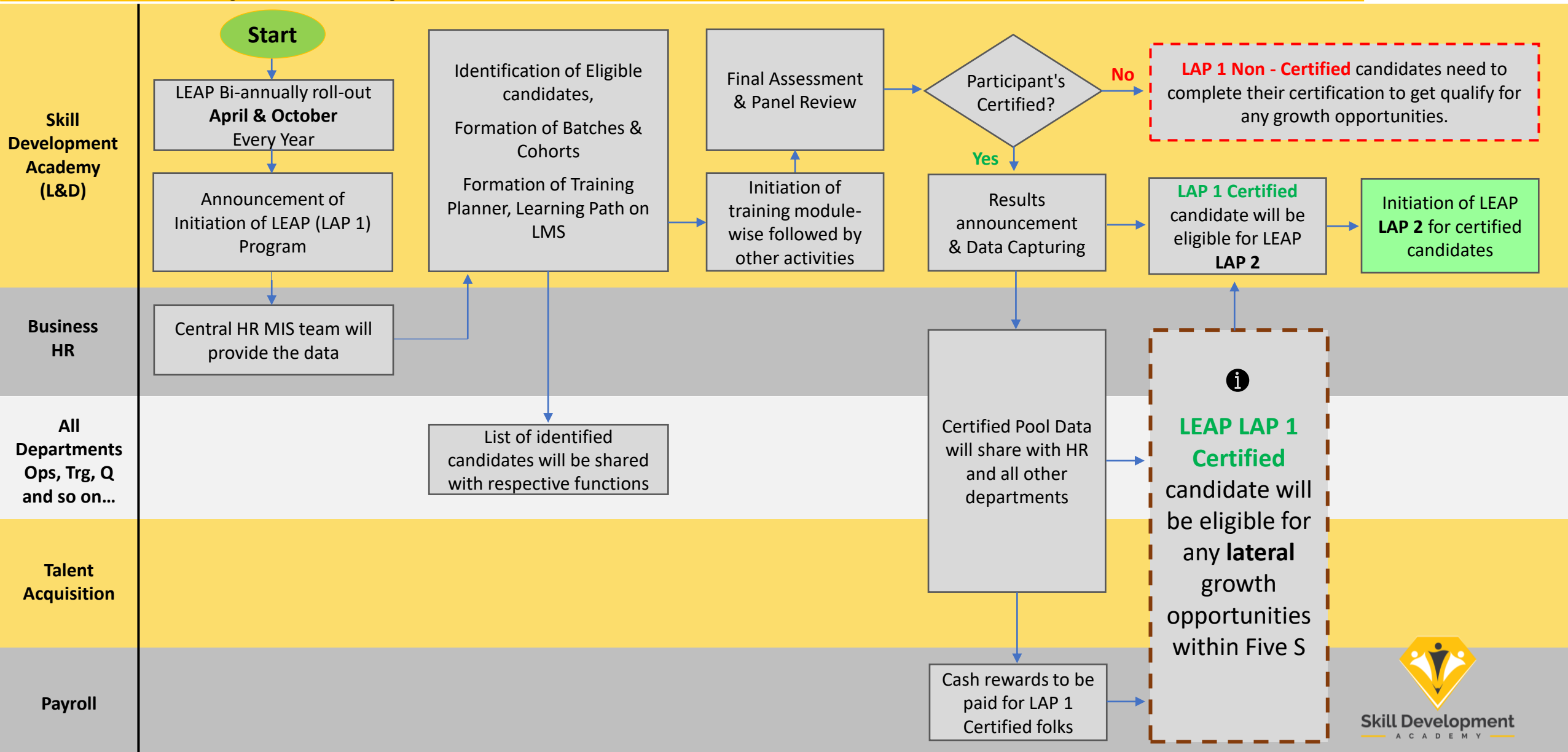
Certificates & Accolades
(Cash Reward of 15000/-)

Month 8

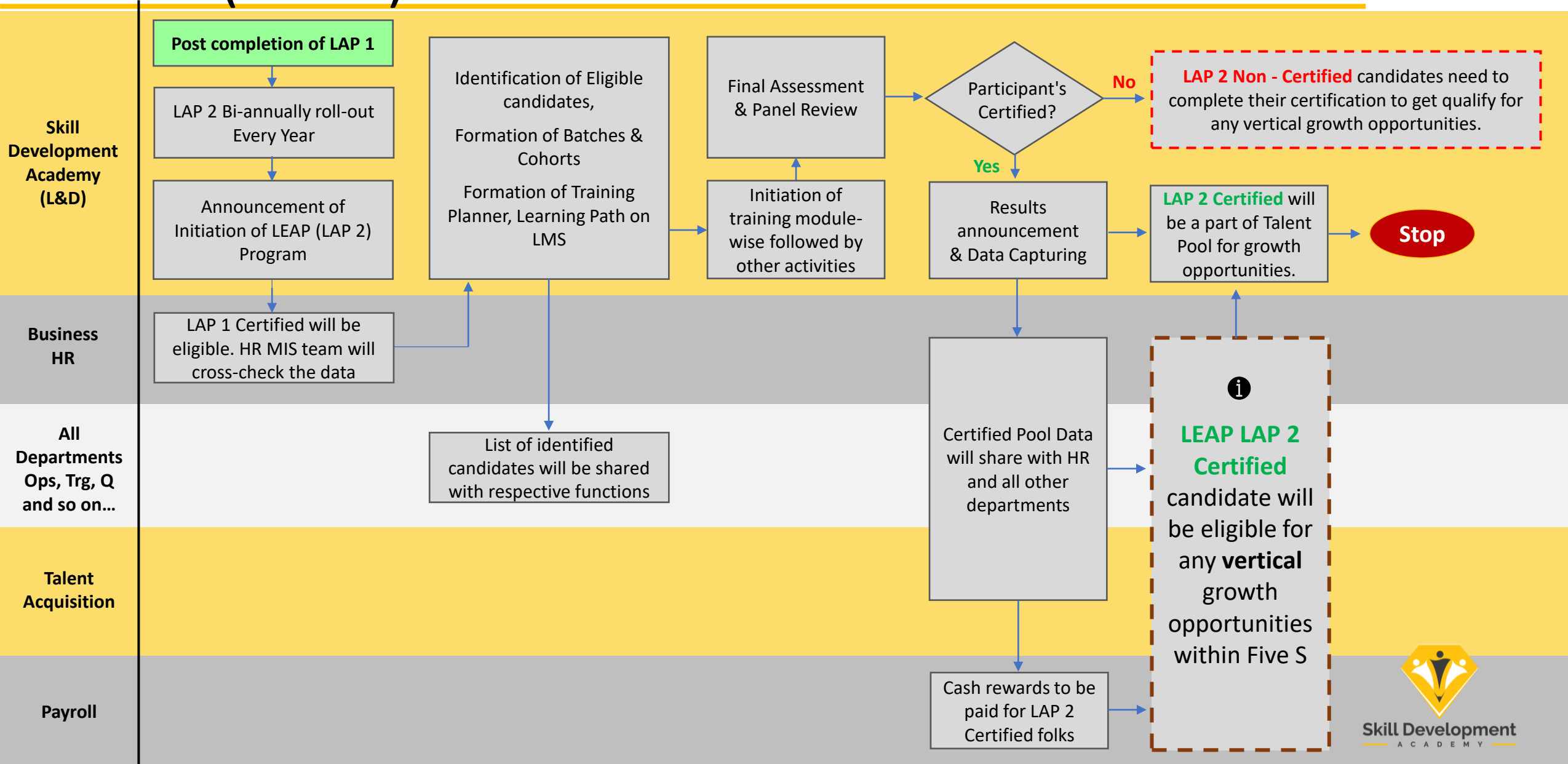
₹ 15000/-



LEAP (LAP 1) - Workflow



LEAP (LAP 2) - Workflow



Q 1. What is LEAP?

Ans. LEAP is a Certification Program it stands for **Leadership Essential and Acceleration Program**, LEAP aims to provide employees with the skills, knowledge, and opportunities they need to excel in their career.

It will create a culture of continuous learning, growth and excellence, benefiting both individuals and organization's long-term goals.

Q 2. What is the eligibility for LEAP Certification Program?

Ans. Anyone who is a part of support staff and working as Executive, Sr. Executive, Trainee, Team Leader – Ops or Subject Matter Expert are eligible for LEAP. LEAP will be rolled-out bi-annually in April and October month every year. Employees who have joined between this period will be automatically eligible for this program. Skill Development Academy will send the communication regarding the same.

Q 3. What is the duration of LEAP Certification Program?

Ans. LEAP Certification Program has 2 levels, Each level is of 8 months duration. ([ref slide # 14, 15 & 16 for more details](#))

- LAP 1 = 8 Months

- LAP 2 = 8 Months

Successful completion of each levels will give your certification credits.

Only LAP 1 Certified will be eligible for LAP 2 Certification Program.

Q 4. Will I be getting LAP 1 Certificate after successful completion of LAP 1 only ?

Ans. Yes, Certificates will be provided post completion of LAP 1 and you will be considered as **LAP 1 Certified**.

LAP 1 Certified will be eligible for lateral promotions and growth opportunities within the organization.

LAP 2 Certified will be eligible for vertical promotions and growth opportunities within the organization.



Q 5. Does this LEAP Certification Program make me eligible for any promotion or growth opportunity?

Ans. Yes, **LEAP Certification** is mandatory for upcoming growth opportunities (IJP's) within the organization.

- **LAP 1 Certified** will be eligible for lateral promotions and growth opportunities within the organization.
- **LAP 2 Certified** will be eligible for vertical promotions and growth opportunities within the organization.

Q 6. What other benefits are associated with LEAP Certification Program?

Ans. LEAP is a Certification Program, which certifies you for your current roles and responsibilities. It also enables you for future lead roles and upcoming growth opportunities.

In addition, on successful completion of **LAP 1** you will get a **Cash Reward of ₹ 5000/-**, and on successful completion of **LAP 2** you will get a **Cash Reward of ₹ 15000/-**

Q 7. What are the modules included in LEAP Certification Program?

Ans. LEAP Certification program has been designed focusing on individuals learning needs as per your roles and responsibilities. Hence, for every roles there is different modules. [Ref slide # 6 – 13 for more information](#)

Q 8. What if I get promoted through IJP, but I am not a LEAP Certified?

Ans. This situation might occur till the 1st Batch of LEAP is getting graduated. So, in this case you can get promoted through IJP, however you will continue to be in **probation period** till the time you are a LEAP Certified.

THANK YOU

