



peopletrust

About Us

People Trust was established in 2013 as a consultancy focused on **building capability and maximising potential**.

Our service offerings are targeted at both **organisations** and **individuals**.

We assist **organisations**, large and small, by providing customised solutions in **Advisory** and **Learning**, to build and enhance their human capital.

To assist our clients with the prevailing business challenges across the globe, we have specifically enhanced our **Virtual Learning solutions**, making them easily adoptable and scalable, and incrementally effective.



Our Service Offerings

HR Advisory

Learning

Select Credentials

Leadership Team

HR Advisory

Service Offerings



Our Offerings

HR Transformation



Performance Management



Policy Development



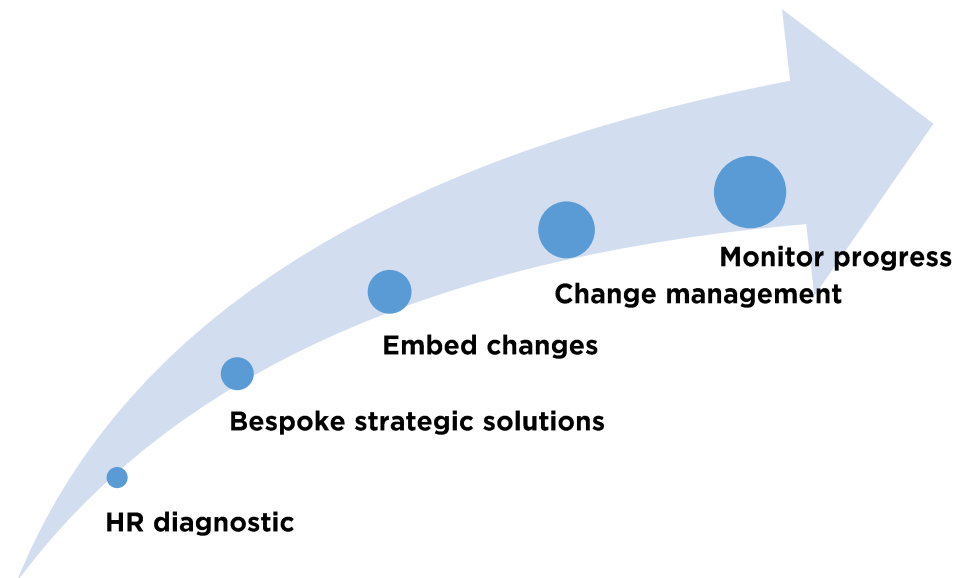
HR Transformation

We believe that the success of an organisation is a function of the capability, utilisation and satisfaction of its **employees**. We help our clients to **enhance their human capital** by building in-house capability, developing leadership skills, rewarding excellence, encouraging work-life balance, and promoting a happy and healthy work environment.

BEST-PRACTICE HR



OUR APPROACH



KEY OUTCOMES

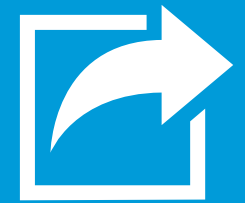
- ✓ **Increased motivation**
- ✓ **Lower employee turnover**
- ✓ **Healthy work-life balance**
- ✓ **HIPO retention**
- ✓ **Increased employee ROI**
- ✓ **Employer of choice**

Performance Management

At People Trust, we believe in meritocracy, and that every employee, irrespective of role, position or background, must be recognised and rewarded on the basis of actual performance.

We have successfully implemented Performance Management programs at entities ranging from a regional anti-money laundering regulator, spanning 21 countries, to a local C&F agency of 30 employees, primarily labour.

Our approach to developing & implementing a Performance Management Program is as follows:



1. Organisational DNA

Understand & document the **Vision, Mission & Values** of the organisation

2. Goals & Competencies

Assimilate the goals & competencies of the company & of each department, and the metrics for measurement of performance

3. Focus Groups

Discuss the intent of the program with employees, & obtain their feedback & recommendations

4. Creation of Forms

Document goal & competency assessment forms for each employee, along with the relevant performance measurement metrics

5. Policy & Roll-out

Develop the performance management policy, & assist the client with roll-out of the Program

Policy Development



We assist our clients with development of policies and procedures, across Human Resources and other business processes



Code of Ethics



Code of Conduct

(including a grievance redressal policy)



Supplier & Vendor Code of Ethics

(including a procurement SOP)



Anti Bribery / Corruption

(including whistle-blower protection)



Prevention of Sexual Harassment



HR Manual

(Attendance, remuneration, travel, safety, etc)



Data Privacy & Information Security



CSR Policy

Learning

Service Offerings



Our Design



Learning Needs Assessment

We invest adequate time in understanding what learning outcomes are needed and identify the best way to achieve them.

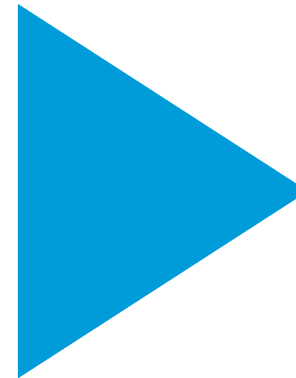
Baselining Competencies

Thorough pre-workshop proficiency assessments are conducted to understand current competencies and help gauge progress made during a program.

Customised Content

We do not recycle content. Relevant learning content is developed and vetted by stakeholders before use.

Our Delivery



Experiential Learning

Our workshops are not lectures. Case studies and exercises drive the discussion, simulating practical scenarios.

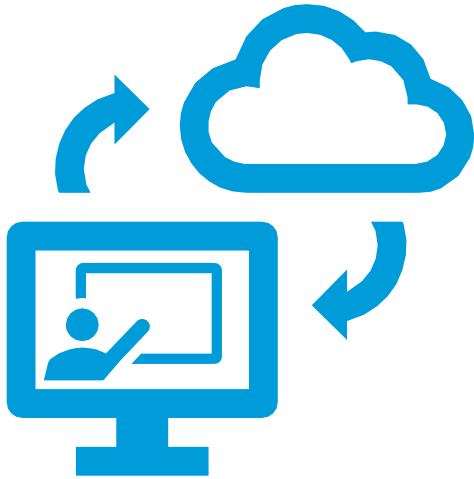
Expert Facilitators

Our facilitators have been there and done that. Experience sharing forms an integral part of the learning experience we offer.

Continuous Development

Our facilitators assess each participant individually, and where needed, conduct coaching sessions to ensure continuous development.

Enablers



VIRTUAL CLASSROOMS & WEBINARS

Facilitator-led live learning sessions for attendees from all member countries



NANOLEARNING

Periodic bite-sized eLearning modules (~3 minutes long), delivered by email, in multiple formats, that are convenient to use, and create lasting awareness



eLEARNING

Self-paced, self-study interactive modules for one-time knowledge enhancement / certification



TECHNICAL BULLETINS

Information broadcasts on technical and other updates

Focus Areas



Leadership Development



Program Integration
Effective Networking
Successful Solutioning
Conflict Management
Design Thinking

Core Business Skills



Project Management
Corporate Etiquette
Effective Business Communication
Working with Global Teams

Business Tools



Project Planning + MS Project
Impactful Presentations + MS PowerPoint
Flowcharting + MS Visio
MS Office Basics

Governance, Risk & Compliance



Internal Controls over Financial Reporting
Operational Risk & Controls
Business Process Risks & Controls
Anti-Money Laundering
FATCA Compliance

Financial Reporting



US GAAP & IFRS Reporting
Financial & Operating Ratios
Financial Planning & Analysis
Financial Reporting by BFSI

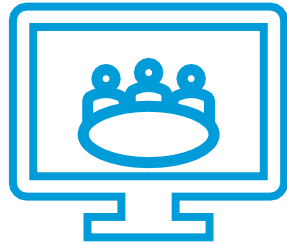
Finance & Accounting



Corporate Accounting 101
Business Process Accounting
P&L Accounting
Insurance Accounting

Vision 2020: Online Learning

Our Learning solutions are not limited to physical classroom workshops. We provide a variety of **Creative Classrooms** that can be customised to cater to your organisation's needs.



Webinars

High impact knowledge-sharing sessions and seminars hosted online

Ideal for **wider audiences** (more than 30 participants) for **condensed sessions** (not more than 2 hours in duration).

We use **Google Meet / Microsoft Teams** that allow screen sharing, video uploads and phone / VoIP audio.

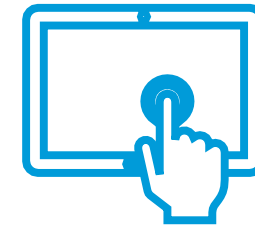


Virtual Classrooms

The next best thing to a 'physical workshop'!

Ideal substitute for **conventional classrooms**. We recommend 4-hour sessions for a group of not more than 30 learners, to **maximise engagement and retention**.

We use market leading Virtual Classroom technology, which supports **interactive whiteboard**, multi-media **content sharing**, **Q&A** and **VoIP audio**.



eLearning

Self-paced, self-study interactive modules

Gamified interactive e-learning modules that can be hosted either on our Learning Management System or your organisation's and accessed by anyone, anywhere.

We use **Articulate Online**, a simple easy to access platform to host our customised eLearning content. No software download is required to access the content hosted here.

Virtual Classrooms

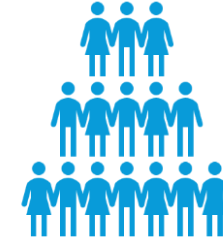


Use of **specialised Virtual Classroom** platforms that allow high levels of interaction with participants and facilitation of activities / assessments during a session



Half day sessions* structured into logical 'segments' to accommodate participant schedules and maximise learning

* Not exceeding 4 hours in a day



Batches **not exceeding 30 participants** to maximise interaction and engagement



Relevant, **real-world scenarios** and examples to help participants understand a topic and gauge their performance

eLearning: Services

Bespoke eLearning to complement an organisation's L&D capabilities

KEY FEATURES

CUSTOMISED CONTENT

INTERACTIVE DESIGN

SELF-PACED LEARNING

REAL-TIME ASSESSMENTS

LMS HOSTING*

LEARNING ANALYTICS*

VALUE DELIVERED

- **Relevant, need-based** learning programs (vs. 'off-the-shelf' eLearning modules)
- Use of People Trust's interactive training approach with a **real-world perspective** on learning
- **Self-paced programs** that replace the 'classroom' and allow participants to learn at their own pace
- **Gamified learning** along with built-in assessments help participants gain value through the learning path
- **Content hosting** and **user administration** minimises outlay on IT infrastructure*
- Detailed **reporting** helps analyse learner progress and performance*

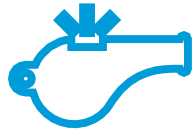
* For organisations who require LMS hosting services

eLearning: Credentials

INTERNAL COMPLIANCE & HR



**Code of
Conduct &
Ethics**



**Whistle-
blower Policy**



**Data Privacy
(GDPR)**



**Travel & Visa
Policy**



**Feedback
Skills**



**Document
Management**



AML



**Finance
Essentials**



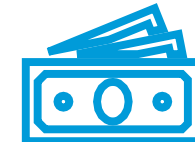
**Internal
Controls**



**Revenue
Recognition**



**Lean Six
Sigma**



**Finance &
Accounting**

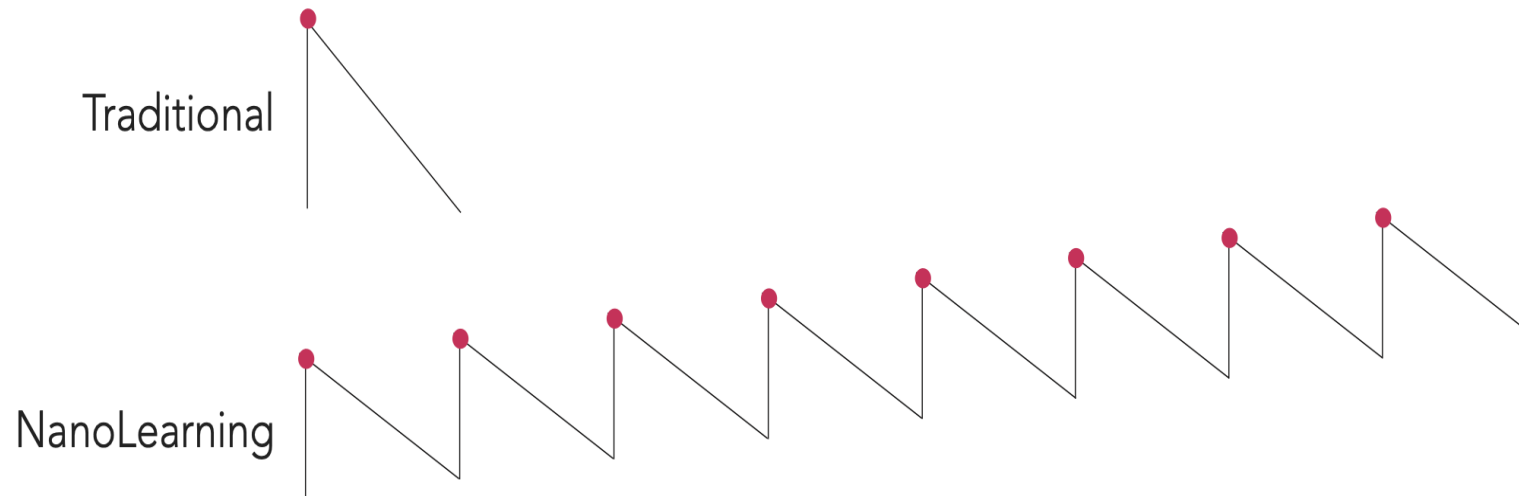
TECHNICAL SUBJECTS

NanoLearning

NanoLearning, as the name suggests, is a **continuous bite-sized awareness process** based on a series of **3-minute lessons** delivered all-year-round, resulting in all-year-round awareness and more satisfied users.

As humans, as soon as we have learned something, we start a biological process of forgetting and become less alert. To counter the forgetting and downward alertness-curve, we need a continuous, all-year-round process. The method is based on learning research, such as **spaced repetition**, **spacing effect**, and **retrieval practice** to maximise learning, alertness and counter the forgetting curve.

Taking a large 'dose' of lessons once a year may, for certain subjects, fail to provide **meaningful retention of knowledge** which translates to 'Awareness' as illustrated in the diagram below:



NanoLearning: Advantages

With NanoLearning, People Trust can do the following:

- Develop, update or customise content in **minutes**
- **Deliver content proactively** to end-users via e-mail, internal social media, portals or SMS
- Benefit from a responsive design that is **mobile-friendly** and platform agnostic both for admin and end-users
- Integrate with Microsoft Azure Active directory or OKTA for complete **user management automation** to save you time
- Integrate with Microsoft AI technologies to deliver text-based content via speech synthesis in **45 languages**
- Utilise **automated translation** via Microsoft AI, Google Translate or agency translation workflows
- Integrate with Shutterstock for purchase of **visual assets** from within the content editor

NanoLearning: Customer Speak



The below are post-program evaluation results from a typical new NanoLearning customer:

- 96.8% of users said they **recall** their NanoLearning lessons during their regular work routine
- 97.8% of users liked that the lessons were **short** (average of 3 minutes)
- 95.6% of users liked that the lessons were **delivered by e-mail**
- 100% of users said the **content** had a good level
- 96.8% of users would **recommend** the method to others

Select Credentials



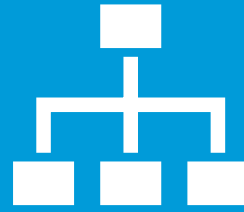


Design & Implementation of an organisation-wide capability development 'Centre of Excellence'

In a project spanning over a year, we conceptualised, designed and assisted with the implementation of a Capability Development Centre of Excellence for the F&A Outsourcing business of a large global Outsourcing, Analytics & Consulting company.

The People Trust team conducted a thorough needs and gap analysis, benchmarking with industry leaders and developed leading-edge capability development programs and initiatives, while building an organisational structure to sustain the growth and development of this Centre of Excellence.

Want to know more? Get the [case study](#).



Strategic advisory, business process redesign and management coaching, to optimise operations

Our client, a C&F Agent for one of India's leading multinational pharma companies, required assistance with strategic direction, operational inefficiencies, process control and several motivational issues plaguing their staff. - all of this leading to consistent low ratings and pay-outs from the pharma company.

People Trust was able to successfully realign management's vision, redesign critical business processes, and identify and remediate gaps and redundancies across processes. In addition, the implementation of management coaching and employee-focused people policies helped eliminate a range of HR issues, and implement a professional, transparent work environment.

Our work has been validated with our client consistently receiving the highest possible ratings from the pharma company post-completion of our engagement.

Want to know more? Get the [case study](#).



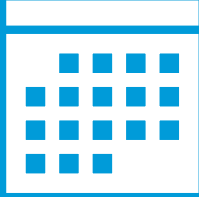
Transforming fresh graduates into project-ready management consultants

We were approached by our client, the Risk Advisory practice for a prominent Outsourcing & Consulting company with a brief objective - train fresh 'graduate hires' and make them 'project-ready' in less than a year.

People Trust designed and rolled out a comprehensive year-long 'Graduate Program', covering both technical and behavioural topics, focused on building capabilities necessary for working in global client environments.

The success of the Program was validated by all the participants being deployed on projects in the US and the UK and with People Trust being asked to conduct the Program for subsequent batches of graduate hires.

Want to know more? Get the [case study](#).



Helping marketing gurus 'get with the program'

Our client, a global telecom services company had a simple brief – train our Marketing heads in Program Management. The catch? Make it as real as possible.

People Trust worked with the client team in designing a mock 'program' simulating a telecom service launch, from the ground up. Over a two-day period, participants were immersed in the simulated environment, functioning as program teams tasked with the successful launch of a telecom service.

The workshops were a success, meeting its objectives, enabling the participants with knowledge of program management and more importantly, applying program management tools and techniques in their business roles.

Want to know more? Get the [case study](#).



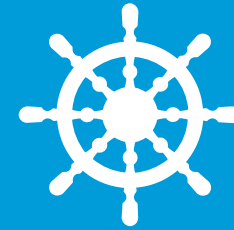
Driving 'Strategic Performance Management' at an AML regulator

Our client, a Bahrain-based regional anti money laundering regulator overseeing 21 countries, had recently implemented a strategic performance management system to improve individual and departmental productivity, and better engage with its members.

Having never used such a system before, our client was keen to ensure that all employees and stakeholders understood and adopted the system to achieve its intended objective.

People Trust's dual domain experience in AML and Strategic HR enabled us to easily understand the organisation's objectives and requirements, design a simple and effective performance management program & policy, and implement the same via a series of workshops with all stakeholders.

Want to know more? Get the [case study](#).



Improving Leadership performance at a leading garments exporter

Our client, a leading garments exporter in Bangladesh, had been experiencing a decline in performance of its senior executives on account of issues relating to ownership and accountability.

People Trust designed and delivered two short interventions for the client's senior leaders. Using illustrations from other facets of life, we drove home the importance of leading by example, being a brand ambassador, taking ownership, prioritising, and delegating effectively.

The feedback obtained from the participants additionally enabled our client to make certain critical adjustments to its organisational structure and people-related policies.

Want to know more? Get the [case study](#).

eLearning: Case Study



People Trust was approached by the Analytics vertical of a global leader in Outsourcing, Consulting & Analytics to convert some of their existing content on **Anti Money Laundering & Anti Bribery** to an eLearning format.

Having initially developed this content for ‘Instructor-led’ (classroom) workshops, and facilitated a faculty development program for our client, we were subsequently requested to convert this content into an interactive eLearning module (self-paced, self-study).

Please click on [this link](#) to access a sanitised version of the eLearning module. The password for the same is **DEMO2020**.

Please note that our client requested us not to include an audio voice-over to accompany this module.

Leadership Team



Leadership team: Ratan Postwalla



- Co-founded People Trust in 2013
- Heads People Trust Advisory & Careers
- 20+ years as a Consultant in India, US, UK
- Started career with KPMG
- Held Leadership position at EXL Service
- MBA from Indian School of Business (ISB)

A wearer of many hats, Ratan flawlessly manages his many responsibilities at People Trust. From overseeing projects for our Advisory and Careers business lines, to taking on the responsibilities of business development and brand growth with ease; Ratan has, over the years, strengthened who we are and what we do as an organisation.

Bringing years of global consulting acumen and experience to the table, Ratan's understanding of business models and the challenges they come with provide our clients with much-needed practical insights and solutions.

A committed proponent of 'work-life balance', Ratan lives this mantra every day, being engaged in several initiatives in sport, the community, charity, children's development and dramatics.

Leadership team: Sayak Bhanja

- Co-founded People Trust in 2013
- Heads People Trust Learning
- 16+ years as a Consultant in India, UK, APAC
- Started career with PWC
- Held Senior Management position at EXL
- Chartered Accountant

A self-confessed nerd, Sayak's understanding of technical topics and ability to break them down into simple concepts is what drives People Trust's Learning business line.

From classroom workshops to cutting-edge eLearning modules, it is this focus on 'learning' (versus training) that defines our capabilities.

Sayak's focused and direct approach to tackling client situations, across business lines, brings a method to the madness that is management consulting.

An avid consumer of fiction, both on print and film, Sayak's ability to incorporate popular and cultural references into our Learning content contributes to higher participant engagement, making a People Trust workshop a memorable experience for many!



www.peopletrusthr.com | ratan.postwalla@peopletrusthr.com | syak.bhanja@peopletrusthr.com
+91 98316-51100 | +91 97171-98053

