

# Business Etiquette Training

The logo for RoziHub features the brand name in a bold, dark blue sans-serif font. Below it, the tagline "my business" is written in a smaller, elegant, dark red script font. The logo is centered between two red square graphic elements that have a white corner cutout effect.

**RoziHub**  
*my business*

# Objective

To enable RoziHub to provide quality HR to its customers. Greater awareness of grooming and etiquette skills helps trainees(RoziHub Professionals) to significantly change the impact that they make in formal, professional and social situations.

While professionals today are excelling in their respective fields, it is important to make sure that they are educated about certain morals and ethics. A customer should be pleased by the work as well as the etiquettes of the professional and should feel comfortable to be able to hire the services of RoziHub again.

# WHAT IS THE BUSINESS ETIQUETTE TRAINING PROGRAM?



The Business Etiquette (BE) Training Program is a 16-hour training session conducted for the professionals registered with RoziHub to inculcate the values of integrity, self-respect, ownership, professionalism etc. while regularly assessing their own improvement resulting in overall grooming of their identity.

# END TO END TRAINING SNAPSHOT

**On Job Review**



**Induction Training**



**BE Training**



**Refresher Training**



**Update Training**

# INDUCTION TRAINING

The purpose of Induction training is to provide RoziHub Professionals with a complete overview of the company values, processes, people, policies and guidelines, also compliance and security protocols. It aims at showing the true value of Business Etiquette Training and inculcating the need for the same amongst RoziHub Professionals.

Professionals very rarely understand that they require to be taught what in ideal terms we call “professionalism”. Unless they are made to understand its importance, they will not want to undergo this training. Beginning a course with retaliation might not reap good results. Thus it is a pre-requisite to help the professionals realise that what they know is just “GOOD TO KNOW” it is not what they “NEED TO KNOW”.

The induction training should be conducted by either Intern Theory where RoziHub arranges for all their Professionals to attend this training or RoziHub Agents themselves can conduct this training.

# BUSINESS ETIQUETTE TRAINING (for Category 3)

Day  
1

Business Etiquette Training is the classroom training imparted by Intern Theory that will improve the soft skills of RoziHub Professionals and instil in them RoziHub values.

Module	Duration	Methodology
Icebreaker	10mins	Activity
Communication capabilities Check Point (Screening)	20 mins	Trainer led
Personal Branding	10 mins	Activity
Call Model I – Stating Facts	30 mins	Trainer led
Frequently Occurring Scenarios	30 mins	Interactive
Integrity, Reliability and Honour	20 mins	Trainer led
Call Model II –scripts	40 mins	Trainer led
Power Dressing	20 mins	Activity
Confidence Building	10 mins	Activity
Dignity of Labour	10 mins	Interactive
Call Model II – Negotiation & Creating Urgency	30 mins	Trainer led

Module	Duration	Methodology
Professionalism	20 mins	Trainer led
Personal Hygiene	20 mins	Trainer led
Grooming	10 mins	Activity
Self-Respect	20 mins	Trainer led
Clarity of Objective and Intention	20 mins	Activity
Cross Communication	10 mins	Activity
Gender Bias	10 mins	Activity
Active Listening Skills	20 mins	Trainer led
Work Life Balance	20 mins	Trainer led
Affirmations	20 mins	Activity
Positive Outlook	20 mins	Trainer led

Module	Duration	Methodology
Recap	25 mins	Trainer Led
Types of Customers	40 mins	Activity
Equality – and Dignity	20 mins	Trainer led
Call Model IV – Closing & Reinforcement	30 mins	Trainer Led
Assertive Replies : Ownership	20 mins	Trainer led
Tape and Review Session-Special Situations	30 mins	Trainer Led
Reinforcement – Nature of the Visit	20 mins	Trainer Led
Simulation calls	10 mins	Trainer Led
Dispute Handling Process	20 mins	Trainer Led
Simulation calls	80 mins	Activity
Phone & Desktop Procedures	15 mins	Activity
Receiving Feedback	30 mins	Interactive
Assessment	80mins	3rd Party Supervision



# SCREENING:

Two mid-term evaluations, precede the final evaluation, all evaluations are conducted by a third party and in the absence of the facilitator. The trainee undergoes a training recap and feedback session during which the trainee needs to clear process and system related doubts before the final evaluations.

However, if the trainee does not clear the final evaluation, viz after two consecutive attempts after a duration of 24 hours, i.e. ( $\leq 80\%$ ) in product mock calls. The trainee is referred back to RoziHub.

Batch release report is sent to RoziHub stating the status of each trainee (certified or non-certified)

# PARAMETERS FOR SCREENING:

The trainees will be screened on the basis of the following:

- Performance in class.
- Subjective feedback about the trainee (From customers).
- Feedback on strengths and weakness
- On Job Review (explained below)
- Technical Pointers: Clarity of Speech, Fillers, Grammatical Errors, Sentence Construction, Confidence, Inflection/Intonation, Fluency etc.

## **CERTIFICATION:**

Based on the results of the assessments and screening mentioned above, RoziHub Professionals will be handed over a graded certificate stating that they have undergone The Business Etiquette Training Program. RoziHub may also tag them with a RoziHub-IT Certified Tag on their website which will help customers filter out trained professionals.

## **DURATION:**

16 hours. Could be either 2 sessions of 8 hours each or 4 sessions of 4 hours each(preferable).

## **TRAINER PROFILE:**

PFA

## **ON JOB REVIEW**

The purpose of On Job Review is to assess and evaluate how RoziHub Professionals fare after their BE Training. It could either be in the form of surprise visits by Intern Theory Trainers or RoziHub Agents.

While subjective feedback can help us to gain a fair idea about the on-work behavior of the professional, a surprise visit is important to guarantee the authenticity of that feedback. Professionals usually do not like to listen to negative feedback and as a result might end up discarding that. To make sure the that the on-paper feedback is an honest one, an on field inspection would be required once in a while.

Another way to conduct this review is by constant feedback from RoziHub customers directly via a phone call.

*\*It is recommended that an online feedback system is created on RoziHub in case a customer wants to report disappointment with the service. This is required so that it can be acted upon within 24 hours to avoid negative feedback from other customers*

# REFRESHER TRAINING (at an added cost)

*“Reinforcement is key to effective learning”*

The purpose of Refresher Training is to ensure constant learning and improvement in the professionals to improve their quality scores, productivity and performance.

The 16 hour training session will teach the professionals the right values of RoziHub, however they will actually learn only through ***prolonged*** practice.

To make sure that this practice becomes a habit, it is important to conduct such Refresher Trainings after 2-3 months of BE training.

Refresher Training is a 4 hour instructor led session which will touch all the points covered during BE Training once again. Customer feedback acquired till then will make this revision even better.

# UPDATE TRAINING (at an added cost)

Update Training shall be conducted to impart change in values or technology on the RoziHub platform.

Technological changes might be a little difficult to adapt to for these professionals. To make sure such changes are perceived as user friendly by the professionals, it is important to update and train these professionals.

Similarly, if RoziHub decides to change/update the overall brand image, it is important for the professionals to align and adapt themselves to the new RoziHub norms and values.

Update Training should be conducted once every 4 months to keep RoziHub values inculcated amongst its professionals.

## **BENEFITS TO RoziHub PROFESSIONALS**

Business Etiquette Training for RoziHub Professionals will have the following benefits:

- Enhanced social skills
- Greater confidence to interact with people from all walks of life
- Ability to make a positive first impression
- Ability to make a lasting impression
- Improvement in overall appearance

## **BENEFITS TO RoziHub**

- Increasing trust within the customers
- A boost to the overall brand image
- A significant edge over others in the market