

# Training Policy and Procedure

## Training Policy:

It is imperative for the success of our business to work with a fully trained and competent team. Keeping in view the vision and mission of **Five Business Solutions**, and after brainstorming with all stakeholders, we have put in place a training policy which takes into account the functional success of the organization as well as the skill enhancement needs of the team of individuals we work with. The policy is a blue print of the procedures that our workforce follows to ensure quality and overall success of our client's campaigns according to their time-frames and budgets.

## The Training Manifesto:

**Five Business Solutions (FBS)** policy is governed by the following set of rules:

- **Updated Training Toolkits & Manuals including Company's vision, mission and goals, HR Policies, Training manuals, brochures and other handy guides.**
- **All Staff Training**
- **Supervisors Training**
- **New Hires training**
- **Refresher Training**

### 1) **The Training Toolkit:**

The standard training toolkit consists of all information about **Five Business Solutions**, it's history, vision, mission and goals. In addition, the tool kit has training manual which includes accent and product training literature. The toolkit can be used at any time for a quick recap into the basics thereby helping generate more qualified leads as per the QA standards. Further training material is topped up according to the need of our clients.

### 2) **All Staff Training:**

To continue to adhere to the company's vision and goals, all staff must participate in regular training programs arranged offsite or onsite by **5 Business Solutions** or in partnership with other organizations.

### 3) **Supervisors Training:**

All supervisors must train as per the guidelines of the client or as per the recommendation of the Quality assurance department.

#### 4) New Hires Training:

**Five Business Solutions** employs a robust and efficient training program to train all new hires. The aim of the program is to develop, harness and compliment the confidence and skills of the new hires by providing them with the necessary tools. The training program consists of the following:

1. **Induction& Orientation**– As per recruitment policy, batches of new hires are inducted into the training program as first step of their probationary period. They are required to attend the week-long training program which equips them with tools required to serve the client’s requirements.
2. **Product Training** – Product training consists of “knowledge sharing” about the product to be sold, the process of sales itself, and also about the policies and procedures of **Five Business Solutions and our valuable clients**. During the weeklong program, new hires learn from their trainer about the essentials such as call script, objection handling, rapport building, rebuttal usage, customer service, DNC policy and the importance of adhering to it. They are mock trained using different hypothetical scenarios and role plays.
3. **Accent Training** –In order to keep the program efficient and robust the Accent Training runs parallel with the product training. New hires are walked through audios, videos and coached on sounds, enunciation and tips on neutralizing accents. English conversations are adhered to in order to instill spontaneity while conversing in neutral accents.
4. **Shadow Period** – Shadow period begins once a trainee has satisfied his trainers in terms of product knowledge and hold on the accent. He/she then starts to shadow experienced agents taking Live calls. The shadow period can last from 3 days to a week or could be extended with the possibility of going back to training depending on the recommendation of the floor supervisor.
5. **Monitor** – Once a trainee hits the floor and starts calling, the trainers keep a watchful eye on the progress working closely with the QA team. This monitoring helps fast track the agent through the probationary period and alleviates probable quality concerns which could come up due to the relative inexperience of the agent.

Although monitoring is particularly stringent for new agents, the process continues throughout the tenure of each agent on the floor. The QA and training department work hand in hand to implement effective monitoring.

6. **Refresher** – Based on the results of monitoring an agent can be inducted into a refresher program. In order to comply with quality principles, agents attending the refresher training are moved to the floor once a satisfactory evaluation is received from the trainer, supervisor and quality assurance team.