

Kingshuk Bhadury Training Consultancy

Specialist in Behavioral & Soft Skills Training

accentuating performance...



WORKSHOP BASKET

***Flat No C-302, Simran Corner, Near Govind Garden
Restaurant, Pimple Saudagar, Aundh Annexe, Pune-411027
Mobile: 9923017290 Email: bhadury.kingshuk@gmail.com
Website : www.kingshukbhadury.com***

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'KINGSHUK BHADURY TRAINING CONSULTANCY'
A catalyst for accentuating performance...

'Kingshuk Bhadury Training Consultancy' is a Pune based training platform to impart all needs for Soft skills and Behavioral training, Leadership Development, Sales & Negotiation related programs, Games Based Learning for Corporate and Institutions. We conduct in-house and outbound trainings as also open workshops.

We are committed to inspire people to realize their truest potential by excelling in their lives. The drive for imparting service excellence is what brings me here. Our Endeavour is to equip every single team player of our client organizations, both personally & professionally to that PAR EXCELLENCE platform.

LIST OF TRAINING WORKSHOPS

All trainings conducted by 'Kingshuk Bhadury Training Consultancy' focuses on elements of 'Learning and Development' that require changes in **behaviour and thinking**, which plays an extremely important part in successful organizations. Our training services are as follows:

❖ **Workshop on "Leadership & Team Development"**

"Leadership is practiced not so much in words as in attitude and in actions." Successful Team Leaders anticipate change, vigorously exploit opportunities, motivate their followers to higher levels of productivity, correct poor performance and lead the Organization to its objectives thereby reaching your own potential. The quality of any organization is determined by these two elements of Leadership & Team bonding.

This workshop takes an insight into self assessments, role responsibilities, articulating vision and punching in dynamism in the participants to handle delegation, empowerment and organizational productivity. Leadership is enhanced through personal, team cohesive and organizational interdependency- bonding platforms with complete self realization of the participants.

❖ **Workshop on 'Effective Selling'**

"The best salespeople sell differently". Everybody sells! In our personal or professional front we all sell either our ideas, thoughts or products & services of our company. But for every situation, knowing good sales techniques is critical. High Probability Sales Training is based upon our study of top sales performers. We teach you the sales process that leads to sales success. Follow the steps of this proven, structured selling system, and you will close the majority of your prospects.

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❖ **Workshop on “Mastering WIN-WIN Negotiations”**

We All Negotiate Every Day! Everything is negotiable and we all are negotiators but the question is “How Well Do you Negotiate?”

This workshop examines your negotiating styles and allows you to practice successful negotiating skills in your personal and professional life through Win-Win Outcomes. In turn you substantially save your & the company’s time, money, aggravation and thereby get a positive advantage of getting the best possible deals. The ultimate result is a re-alignment of skills and a tremendous increase in sales productivity and all this through games, situational analysis and charged up role plays.

❖ **Workshop on ‘Customer Service Excellence!’**

Customer Service is regarded by many business commentators, researchers and managers as one of the single most powerful weapons for ensuring any company’s survival in today’s highly competitive marketplace-along with new forms of information technology. It is central to an organization’s development, as it is often the only thing that distinguishes one company from another.

This workshop targets at creating a “Service Culture” amongst the people and in turn provide a “ Service Driven Organization” where the company is focused on what their customers constantly require. The workshop will impart a practical customer service training which will give all participants an understanding of its use in today’s work environment and help them in implementing the techniques in their respective work sphere.

❖ **Workshop on “Interpersonal Communication”**

“In business and in the workplace, on the domestic front and in our social lives, we all stand to benefit from more effective communication skills”.

Successfully getting your message across is paramount to progressing. This ability makes an individual compete effectively in the workplace, and helps him/her steer a successful career progression. Focusing on the basics of verbal, non-verbal, written and email communication on the corporate platform, this workshop will help in developing effective interpersonal communication in both personal & professional front.

**All the above programs are mostly customized as per
organizational requirement and details available at**

www.kingshukbhadury.com.

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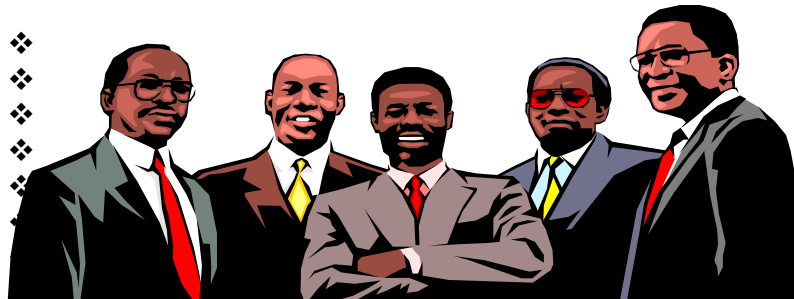


Methodology

The training programs are experiential and highly interactive so that the ideas and concepts are easily grasped and transfer and retention is effective. The workshops include PowerPoint Presentations, Role plays, Exercises, Video Clippings, Interactive Sessions, Assessment tests, Group Discussions, Management Games, Situational Analysis & Exercises.

The participants are encouraged to learn and understand various aspects of their personality through experience in various activities and exercises and thus help individuals discover their potential via a journey of self-realization.

KEY WORKSHOPS:



- ❖ **Leadership & Team Building**
- ❖ **Customer Delight- "Delivering Customer Service Excellence"**
- ❖ **Art of Effective Selling**
- ❖ **Mastering Win- Win Negotiating Skills**
- ❖ **Interpersonal Communication**
- ❖ **Presentation Skills**
- ❖ **Campus to Corporate (32 hours induction for new entrants)**
- ❖ **Time Management**
- ❖ **Train the Trainer**

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TRAINER PROFILE

KINGSHUK BHADURY MTM, MDBA, MHCIMA (UK)
Corporate Trainer & Motivational Speaker



Career Summary

Kingshuk is a freelance Corporate Trainer and also consulting professor with Symbiosis group of Institutes, Indira Group of Institutes, BIMM, BIMHRD, MITCOM, IMT-Nagpur and other top colleges in Pune. His area of expertise is Training & Development and Management Consultancy for the Corporate Sector. He has 14 years of rich experience in holding Training & Management positions across Airlines, Hospitality & Consumer Electronics Industry. **He has worked as Corporate Head- Training & Development with Videocon International, Training Head for Radisson Hotels & Claridges, New Delhi.** Kingshuk's contribution to the service sector has been appreciated by the American Hotel & Lodging Association. He is also an **honorary member of Hotel & Catering International Management Association, UK**

Consulting Experience

Kingshuk has worked on various assignments for the multinational hospitality brands who were start-ups or getting into the franchise fold of the brand. He has contributed since inception of these units in creating "Service Cultures ", Organizational Development and Training, setting Standard Operating Procedures, writing policy manuals, benchmarking best HR practices in the hospitality & Consumer Electronics industry.

A Corporate Consultant with wide experience in corporate training and consulting with diverse industries (Hospitality/IT/Media /Telecommunications/Consumer durables etc) across various levels (Senior Mgt to front liners) and functions.

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He has successfully conducted workshops across the country for corporate houses like **Piaggio Vehicles, Ishanya, Crompton Greaves, Aditya Birla Group, Jabil Circuits, Kumar Properties, Shoppers Stop- HyperCITY, Airtel, Times Of India, LG, HLL Lifecare, Shervani Hospitalities, Cargotec Engineering India, Dainik Bhaskar, ICICI, Days Inn Hotels, Carlson Hospitality, KLM Airlines, World Bank Sponsored Govt Of India projects for the Health Ministry** to name a few. Experienced in researching concerns, pre-validating, designing customized training interventions and facilitating for development of skill and effective behaviors to help organizations meet defined objectives.

He has addressed areas of **Leadership & Team Building, Customer Service Delight, Effective Selling, Interpersonal Communication, Mastering Negotiating Skills and Time Management** using various behavioral interventions.

Training modules were customized by him for the Indian environment and have extensively covered Managers and Supervisors in the system, focusing the development and learning activities for the manpower development and customer satisfaction across the service sector. As a trainer he has made the difference in the lives of more than **30000 employees across different levels.**

Kingshuk has a keen interest in teaching. **He is a consulting professor with Indira Group of Institutions, Symbiosis & some of the top management colleges in the country and is also deeply involved in students' career development as a passion.** Kingshuk started his career as a service marketing professional with one of the world's best International Airlines and was based at Dubai.

Education

Kingshuk after completing his graduation, with specialization in Hospitality Management and Training from Welcomgroup School, Manipal, went on to do his Masters in Business Administration from Symbiosis Institute of Management Studies, Pune with a specialization in Marketing. He also holds a Masters Degree in Tourism Management.

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OUR ESTEEMED CLIENTS:



Pantaloon Retail



Symbiosis International University



Piaggio Vehicles Pvt Ltd



Airtel- Bharti



HLL- LifeCare



Crompton Greaves



Dainik Bhaskar



ISHANYA- Speciality Mall



Future Group



HDFC Bank



ICICI Bank Ltd



Shervani Hospitalities Ltd



Hypercity Retail – K Raheja Group



Jabil Circuits



LG Electronics

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TESTIMONIALS:

"It was a very well conducted programme, well presented, was easy to understand as well as useful. Games played were well designed and helped in understanding the lectures better, thus complementing the lectures effectively. The workshop succeeded in keeping their participants involved and interested right throughout the two days. The enthusiasm of the participants and their participation clearly proved that how much they enjoyed the workshop. I thank and complement Mr. Kingshuk for the wonderful programme that was conducted and I am sure that all the managers and organization as a whole would benefit from it."

S M Shervani, Managing Director, Shervani Hospitalities Ltd

"While people over the world were here to witness the opening of the store, the first of its kind in the country and in many ways a first in the world, we could see the training inputs imparted by, in action. Customer Service was on top of the Customer feedback Forms. This could not have been achieved easily without your intervention."

Siddharthan M, Head Human Resources, HyperCITY

"Being associated with Mr. Bhadury for over 4 years, he needs no introduction to the field of training, making a difference to the lives of hundreds of employees at CG through his simple yet methodical training modules"

S.B.Srivastav, GM Human Resources, Crompton Greaves

I would rate Kingshuk's module on Customer Delight a 10 on 10would recommend the module to service and manufacturing units but more so to the trainer for his engaging, interactive ways of imparting it which makes it stand out!!"

Hemant Taware, Head-Operations CROMA- The Electronics Megastore-Infiniti Retail

"The magnitude of the training was huge and extensive as it rolled over several months across business and employee levels, the customization Kingshuk did for the various interventions was commendable, it's been a matter of utmost pride to have been associated with him!!!"

Tushar Mehta, CEO, Ishanya

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