

### Batch Schedule - TechnoIndia (PMKVY )

S.no	Date	Module	Topic	Outcome	Duration (Hrs)	Methodology
1	8th Feb 2016	Introduction to Communication skills	Types of communication	Participants will understand the importance of verbal and non-verbal communication and its significance in Formal introductions	1	PPT
			Significance of LSRW skills		2	PPT + activity
			Introductions		3	activity
2	9th Feb 2016	Listening, reading and writing	Barriers to listening and key elements of listening		1	PPT + activity
			Read and understand short, simple texts from newspaper advertisements	Participants will understand the importance of reading comprehension, comprehend SLAs	3	Discussion + activities
			Writing paragraphs, e-mail writing and Resume building	Participants will get an understanding on the dynamics of effective e-mail writing and Resume building	3	PPT + E-mail writing with scenarios and feedback to be shared
3	10th Feb 2016	Team work skills and Telephone etiquette	Types of teams and team formation and it's significance	Participants will understand the importance of working in a team	3	PPT + roleplays
			Questioning techniques , Opening and closing calls	Participants understand the need for acknowledgements and the relevance of telephone etiquette at the workplace	2	PPT + roleplays
4	11th Feb 2016	Customer Centricity	Customer Service	Participants learn the importance of assertiveness in handling clients & the importance of being proactive	2	PPT + roleplays
			Dealing with difficult customers		2	PPT + roleplays
			Customer complaint management		2	PPT + roleplays
5	12th Feb 2016	Organisation Structure	SLA	Participants will get a sense of how important it is to follow the organizational SLA, also understand the need to follow it	2	PPT
			Know your managers, Sme's , Spocks.	Participants will be able to understand to follow the company procedures Participants will be able to identify the right escalation procedure	2	PPT

		Analytical thinking	pass on the relevant data to others and analyse data and activities	Participants will learn what is analytical thinking and how to develop it. Then how to deal with the relevant data.	2	PPT		
		Critical thinking	apply balanced judgment to different situations	Participants will learn to develop rational thinking, importance of it at work	2	PPT		
6	13th Feb 2016	Maintain healthy, safe and secure work environment	safety and security procedures of the Organization	Participants will learn the importance of work place hazards, prevention and measures to be taken to avoid harzards. Understand esclation matrix, When to report such hazards and know the limits.	0.5	PPT		
			report any identified breaches in health, safety, and security policies and procedures to the designated person		0.5	PPT		
			awareness on workplace safety hazards		0.5	PPT		
			how to promptly and calmly deal with the hazards which are within your limits		0.5	PPT		
			when to report the safety hazards to the correct department		0.5	PPT		
			follow organization’s emergency procedures promptly, calmly, and efficiently		0.5	PPT		
			complete any health and safety records legibly and accurately		0.5	PPT		
			Identifying accidents		0.5	PPT + scenarios		
			understand different senarios based on health and safety		0.5	PPT		
			exclation matrix partaining to health and safety at work place		0.5	PPT		
			direct and indirect causes of accidents, Types of emergencies		0.5	PPT		
			Discussion on various kinds of emergencies and precautions and responsibilities		2	classroom discussion		
			Assessment on Maintain Healthy Safe and Secure Environment			0.5	LMS	
						Keeping your work area clean and tidy	remind Participants the importance of clean/ paper free desk, its effect on job	0.5

Know the deadline to prioritize your work	<p>Participants will understand the importance of Time management, keep and update to-do-list, review your workload regularly, remember 80-20 rule. Make two groups , both to be in a circle, holding hands, make one person stand in the middle of the group and ask this person to fall on anybody in the circle, the group will push the person ahead and also save this person from falling. Learning is</p> <p>Participants will know to rely on teammembers, have confidence that members are there to support as n when required.</p>	1	PPT + activity
be clear on what is expected out of you	Participants will understand that in order to complete work in time, there should be clarity of thoughts, i.e. what exactly is required in order to get the job done.	0.5	PPT
if working in a team then ensure everybody knows the deadline & Use resources correctly	understand team work, to engage all members of the team and all to know the deadline. How to get the correct resources to get job done.	0.5	PPT

7	15th Feb 2016	Manage your work effectively to meet requirements	Avoid overcommitment	Participants to know the effect of overcommitment and under deliver. How would the customer react to this behavior. How to keep it in check. Secenario based role play - ask two people to come in front of the class, let them not face each other, one is a customer and the other is an agent, some one in the team has overcommitted the customer that the issue will be resolved in an hour and will get a call to confirm. when no one calls, the customer call the department and enquires. The agent has no clue hence has to apologise.	1	PPT
			Work in line with Company's procedure and policies	there are company's policies and procedure in place hence Participants have to aware of them in order to do work in the framework of it, to avoid esclations, delays etc.	1	PPT
			Know your work limits	since every one in the team has to work within their limits to complete the job at hand, along with clarity, systematic working is necessary. This part will make Participants be clear on it and know the positives and not so positive effects of it.	0.5	PPT
			Hold yourself accountable	Participants know how to take responsibility of work they are doing. How not to blame others if things have not been done up to the expectations and how to share appreciation..	1	PPT
			Approach appropriate people/ department, when required	to understand the hierarchy of the department, be fimilar with people at all levels and know whom to approach for what, when required.	1	PPT

			Assessment on Manage your work to meet your requirements		0.5	LMS
8	16th Feb 2016	Help Desk Concepts	Ice breaking and Introduction Session	Participants gain an understanding on the roles and responsibilities of an IT helpdesk professional	4	
			Introduction To Helpdesk Concept, Help Desk Operation			
			Help Desk Roles And Responsibilities			
		Operating System Interface, installation, configuration and troubleshooting	Demonstrates on use of Operating System, its Installation & its Configuration, software configuration and basic troubleshooting along with security aspects by creating users, groups	Participants understand how to identify issues and also gain an understanding on the basics of hardware and its components along with their functionality	4	
9	17th Feb 2016	Error Handling, Troubleshooting OS & Work Environment,	Demonstrate the knowledge of memory, management, processor, management, device, management, file, management, security, job accounting, error detection, coordination.	Participants need to understand the installation, configuration and troubleshooting procedure and working environment of a processor	4	
		Servers Active Directory & Data base Overview	Identifies the server technologies, active directory concepts, how network works, how client OS deals with Network OS or Server OS	participants understand the networking concepts	4	
			Differentiates between domain and workgroup environment.			
		10	18th Feb 2016	Email, Network and Access Management	Identifies the requirements of an IP Address in Network, Identifies the OSI Model layer approach and devices used for each layer in formulation of network. Demonstrates on key networking concepts, devices, methods used to troubleshoot network and protocol used to configure networks.	
Accessing resources over the network.	2					
Demonstrate the , knowledge of difference between LAN, WAN, MAN, PAN & Internet						
Scenarios of IT Help Desk Attendants	4					
11	19th Feb 2016	Assessment - Deal directly with IT service Requests and incidents			0.5	
		Revision			2.5	
		Re- test			0.5	