



Welcome to

COACHING

SUPPORT

The smartest software for bothway feedback management.



www.indware.com



Introduction & the problem

Challenge in **employee retention!**

- Addressing problems early is crucial, allowing supervisors to focus on the students who need the most attention. Supervisors are immediately notified when issues arise, enabling timely intervention.
- The challenge lies in providing the right guidance at the right time, particularly for students, lateral entrants, or new colleagues. Time for individualized support is often limited, and when asked, many respond with “I’m fine,” even when they’re facing challenges. People tend to seek help too late only when problems have escalated.
- Now, imagine an automatic assistant that regularly checks in with students or lateral entrants, asking simple questions to track progress. Based on their responses, it could ask follow-up questions and provide automatic advice when necessary. One key recommendation, of course, would be to contact the supervisor directly when needed.
- The goal is to minimize unnecessary dropouts, particularly among new and lateral entrants, and ensure they receive the support they need.
- Coaching Support enhances your ability to professionally and empathetically guide students, lateral entrants, and new colleagues, all in a way tailored to your organization’s needs.



The Solution

This can result in financial losses, premature or delayed contract terminations, and challenges in motivating employees to engage with their job and the company. The cost of hiring and training new employees is substantial.

After the onboarding phase, employees should be engaged in continuous training, motivation, and support programs. This approach fosters higher motivation, longer employee retention, and ultimately adds more value to the company.

By using frequent questionnaires between trainers and trainees, potential issues can be proactively identified and quickly addressed. Additionally, concerns that require the involvement of a confidant can be flagged early on for timely intervention.

Student Engagement

The primary purpose of the software is to gather insights on the quality and experience of the onboarding or work process for employees. To ensure objectivity, the software collects feedback from both the employee (trainee) and their supervisor or colleague (trainer).

Questionnaires

To assess the onboarding or work experience, a periodic questionnaire will be sent to both the trainee and the trainer. The questionnaire will cover approximately 10 key topics.

The responses from both the trainer and trainee will be evaluated, and based on the evaluation, follow-up questions will be generated for the next questionnaire. Immediately after the evaluation, tailored advice may be provided to both the trainer and trainee based on the results.

If necessary, a coach or other relevant parties can also be informed based on the evaluation. Additionally, a confidant may be notified (anonymously if required).

Action Registration

Users must have the ability to register completed actions and communicate with other involved parties (via chat) regarding the trainee. All registered actions and chats will be documented and saved in a logbook, allowing for comprehensive tracking of the entire training process.



Key Benefits

- ✓ Improve team monitoring and performance
- ✓ Identifying the bottlenecks before this creates a problem
- ✓ Improve skill development
- ✓ Reduce attrition or dropout
- ✓ Better outcome from undergoing training
- ✓ Better assessments of employees or students





Unique Product Feature

This is both way feedback management system uniquely designed for all kind of business sectors.

It's a bidirectional assessment system helping organisations to assess the trainer and the trainee simultaneously.

The system records the assessment and provide feedback to the management for future improvement.

The system also helps to generate the second round of assessment automatically and so on.



This is a multilingual system helping organisations to improve the efficiency of your localization processes, reduce translation cost, and provide a better experience for your software's international users.

This also helps the organisations to understand the their employees through continuous feedback management.

This also helps employees to contact administration in case of any mental / physical harassment.



The Current Situation

PMKVY

प्रधानमंत्री कौशल विकास योजना



GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP



N-S-D-C
National
Skill Development
Corporation

Transforming the skill landscape

- The government organization gives grants for training.
- The government organization selects training companies & trainers allocated with TC.
- The Govt. registered training companies will recruit and enroll students.
- The student can follow training from these companies by registering themselves in the Govt portal through TC.
- The training is provided through a pre approved batch allocated by PMKVY and this was informed to TC and the students over email associated with the batch.
- The TC invite each students for biometric registration after batch is allocated

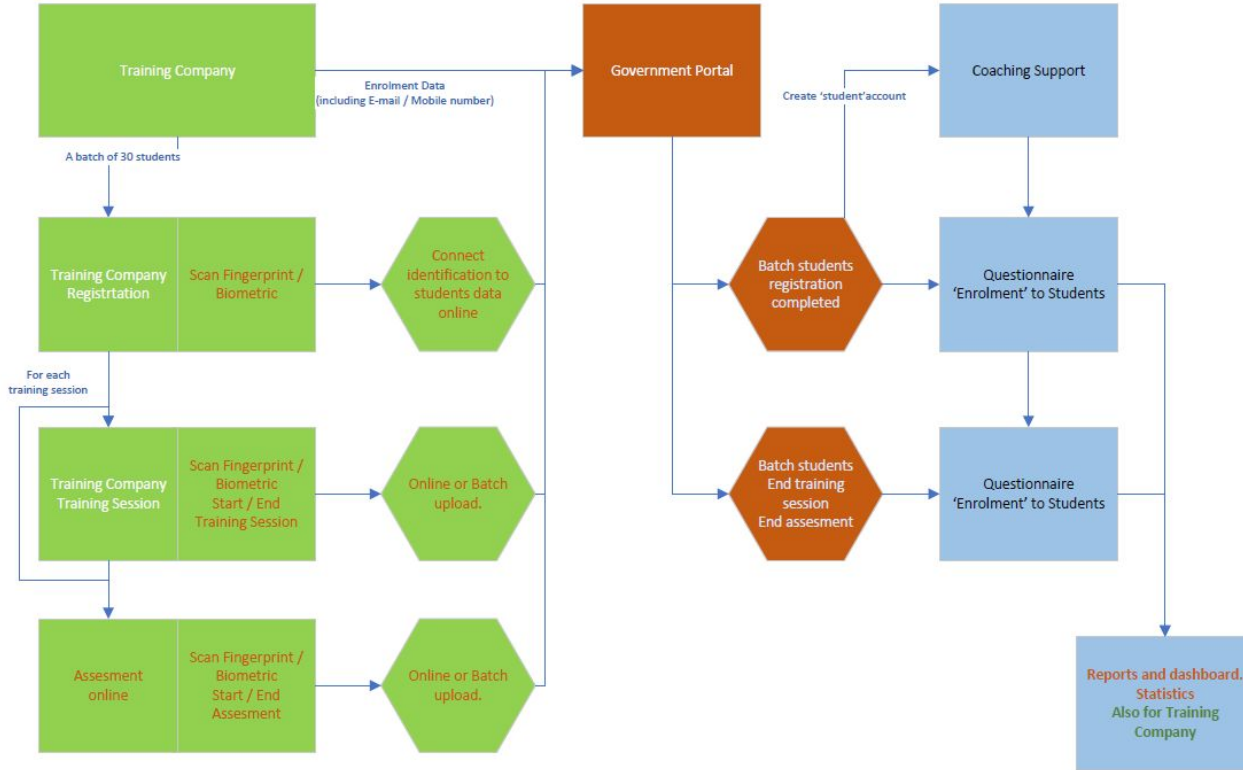
- Student & trainer is mandatory for the schedules class date and time.
- Students who complete their allocated classes with at least 80% attendance are eligible to participate in the final assessments.
- After Assessment student will receive certificate.

Problem Statement

- Proactive assessments to evaluate the quality of ongoing training are currently lacking.
- Additionally, there is no system for periodic feedback from students and trainers, making it difficult to accurately gauge the progress and condition of individual students or groups.
- There is a lack of direct communication with the government-appointed administrator to address cases of harassment involving students or trainer.
- Problem trend analysis and the implementation of permanent solutions to enhance the quality of ongoing training are currently lacking.



The Business Process





How we can Help

1. Enhances Learning Outcomes

Tailored Feedback: Trainers can provide personalized feedback to students, helping them understand their strengths and areas for improvement.

Real-Time Adjustments: Trainers can adapt teaching methods and materials based on student feedback to address their specific learning needs.

2. Improves Training Quality

Performance Monitoring: Regular assessments help trainers gauge the effectiveness of their teaching strategies and make data-driven improvements.

Quality Assurance: Feedback from students ensures the training content and methods remain relevant and impactful.

3. Fosters Engagement and Motivation

Active Participation: Encouraging students to provide feedback creates a collaborative learning environment where they feel valued.

Empowered Learners: Constructive feedback boosts confidence and motivates students to actively work on their development.

4. Identifies and Resolves Issues Early

Problem Detection: Feedback from both trainers and students can highlight challenges, such as comprehension gaps or ineffective training modules.

Timely Interventions: Early identification allows for quick corrective actions, minimizing disruptions to learning.

5. Strengthens Accountability

Trainer Accountability: Trainers are held responsible for delivering high-quality sessions, fostering a culture of excellence.

Student Responsibility: Students are encouraged to take their learning seriously when they know their progress is being monitored regularly.

6. Builds Data-Driven Insights

Skill Mapping: Assessment data can help in mapping skill levels, identifying trends, and planning future training programs.

Continuous Improvement: Analyzing feedback trends over time provides actionable insights for refining the training approach.



What we could do

Enrolment questionnaire.

- a. We could send questionnaires to the students. This could be triggered at enrolment at the training company. (An interface should trigger this).
 - i. The training company uploads or enters in a user interface the required information of the students to the government. (this is needed for later payment processing).
 - ii. When the students register at the training company an interface with the government portal should be made to send this enrolment data to Coaching Support.
 - iii. This registration should trigger a questionnaire to the student.
- b. This questionnaire should be for measuring the quality and satisfaction of the enrolment process.

Training session questionnaire.

- c. Each training session the students will 'login' and 'logout' for the training.
- d. The training company will report the attendance to the government portal online of by batch.
 - i. An interface in the government portal must send this data to Coaching Support to trigger a questionnaire to the student.
 - ii. This way the satisfaction and quality in the student's perspective can be measured.

Assessment session questionnaire.

- a. This procedure is like a training session.

Detailed information will be available to the Government supervisors about the trainings and to handle feedback from the students (given through the responses of questionnaires).

Statistics and dashboards will be available for the involved parties.



Statistical Dashboard e.g.

Statistics dashboard (example)

Statistics to be made:

1. Number of students enrolled
 - a. Verified by student
 - b. Not (yet) verified by student
2. Number of students enrolled and responding on questionnaire
 - a. Y-axis number of questionnaires responded
 - b. X-axis number of student who responded
3. Rating report - Satisfaction on enrolment (Rating)
 - a. X-axis number of student
 - b. Y-axis rating
 - c. Selection is trainee coaching - question code – only rating
4. Number of students at training session (later)
5. Number of students at training session responded on questionnaire (later)
6. Satisfaction on the training session #3
7. Satisfaction on the training content #3
8. Satisfaction on the trainer #3
9. Satisfaction on training documentation #3
10. Satisfaction on ... #3
11. Student noticed 'surprise' visit of supervisor #3

Statistics:

Selection on

- Training company
- Training course
- Date questionnaire created (timeframe)
- (confident) Government supervisor who is assigned to this training and student
- Week/month

X-axis

- Week/month

Y-axis

- Average rating (Satisfaction)
- Enrolled / responded questionnaire
- At training session / responded questionnaire
- Noticed visit of supervisor

Contact Us

Dhruba Mukherjee

Technical Architect



+31 6 20 41 09 59



dhruba.mukherjee@indware.com



www.indware.com

