

HOW TO MANIFEST THE BEST EVER PERFORMANCE FOR INDANE DISTRIBUTORS



THROUGH SCIENTIFIC,
STRUCTURED,
PRACTICAL AND APPLICATION
ORIENTED TRAINING
FOR STAFF
& DELIVERY BOYS

INTRODUCING THE GROUND BREAKING THE NAV-DISHA PRAYOGSHALA

- Higher Market Share In Domestic Sales
- Higher Market Share In NDNE
- 5 Star TDT Rating
- 100% PDC Checks
- Zero Backlog
- Zero Complaints
- Higher Number Of Digital Transactions
- Better House Keeping

PRESENTED BY:
DHRUVSATYA CENTER FOR PERSONAL
TRANSFORMATION PVT. LTD.
(AN ISO 9001:2015 CERTIFIED ORGANISATION)

What is a Nav-Disha Prayogshala

The Nav-Disha Prayogshala is a practical workshop cum laboratory where the distributors come with their delivery boys & showroom staff to learn hands-on, and develop their execution skills required to run their day to day operations effectively at their agency. This helps them to build the skill & remove a lot of fears thereby enhancing their operational confidence to a large extent

Why the need for a Nav-Disha Prayogshala

During the course of my Nav-Disha training programs covering over 2000 distributors from over 27 Area Offices all over India I realized that only distributor learning is not going to help because the day to day work is carried out by the delivery boys and other staff. And this is an area where I found major gaps and I realized the need of a Prayogshala and hence this new program

What do they learn?

- they learn how to conduct an LPG Panchayat and make it more effective
- through a cooking competition comprising of cooking being done in LPG/Coal/cow dung/wood in front of prospective Ujjawala customers they learn how to convert them to LPG and hence achieve their PMUY targets
- through role plays they learn how to counter their objections scientifically and point by point and convert them to LPG
- they learn step by step how to engage with the customers- by following & practicing a specific 3 minute tele script
- they learn step by step how to engage with the customers wrt converting them to DBC by following & practicing a specific 3 minute tele script and a detailed follow up process
- through simulated sector specific role plays they learn how to sell NDNE to various customer segments e.g. hotels, hospitals, dhabas, factories, hostels, educational institutes etc- they learn how to prepare for NDNE sales, how to open to communicate the overall value proposition of IOCL
- through simulated sector specific role plays they learn how to sell Nanocut to various customer segments with various applications etc
- they learn how to step by step carry out the entire delivery cycle with 100% accuracy without missing a single step
- they learn how to accurately carry out the PDC check practically
- they learn how to practically carry out digital transactions
- they learn some useful tips wrt how to keep their health and fitness intact by learning some effective exercises should be, back portion, waist and hips injury free. they also learn some massaging techniques that will keep their back and whole body relaxed
- They learn how to develop positive attitude / managing stress & anger through practicing meditation
- They learn to develop interpersonal skills & working in teams
- they learn tips for professional grooming & behaviour

Who can participate

Distributors with their team of delivery boys and other staff can attend this Prayogshala

Minimum batch size

Minimum batch size should not be below 50 participants per batch .

Outcomes

- As a result of the workshop the skill & knowledge of the staff will increase substantially resulting in higher productivity for the organization .
- Customer connect shall be enhanced, resulting in better customer satisfaction , higher customer retention , more new customers, fewer complaints .
- PDC checks will increase, backlog in delivery will improve, TDT rating will improve, Digital transactions will improve
- NDNE & NANOCUT sales will increase substantially .
- Conversion to DBC will increase along with increase in accessory sales resulting in higher market share.
- This will result in higher conversion to PMUVY .
- They will learn to become more positive in their attitude and thought process
- They will learn how to manage their business more efficiently and become more effective in their day to day operations productive
- They will be able to save costs more effectively.