Training Schedule

CRM Domestic Voice (661)

(Theory 40 hrs, Practical- 80 hrs)

S.No	Week	Schedule	Topic Name	Instructions to the trainer (Theory)	Instructions to the trainer (Practical)	Learning Outcomes
1	1	Day 1	Introduction to Business Process Outsourcing (3 hrs (Th) + 2hrs (Pr))	• Explore learner's information about Domestic BPO industry • List the companies offering Domestic BPO and categorise them on their types • Elaborate on the job roles and work culture in the Domestic BPO	• Engage learners by showing video depicting the meaning of BPO and its working	• Demonstrate knowledge on Domestic BPO industry by categorising them in different types and identifying the job roles and work culture in the Domestic BPO industry.
2	1	Day 2	Basic Communication at the workplace (2 hrs (Th) + 3 hrs (Pr))	• Explain the need of proper communication at workplace	• Prepare a list of skills learners possess before introducing the lesson formally. • Exchange the list with their peers and ask them to classify the skills into Technical and Personality trait.	• Differentiate between formal and in-formal communication.
3	2	Day 1	Basic Communication at the workplace (2 hrs (Th) + 3 hrs (Pr))	• Explain hard and soft skills. • Classify communication as verbal and non-verbal communication	• Practice on verbal and non-verbal communication	• Identify and focus on both types of communication.
4	2	Day 2	Oral Communication (1 hr (Th) + 4 hrs (Pr))	• Trainer should record an introduction in his/her voice and explain its components.	• Ask learners to introduce themselves and provide them with feedback.	• Effectively introduce themselves in a group.

5	3	Day 1	Advanced communication at the workshop (2 hrs (Th) + 3 hrs (Pr))	• Explain consonant and vowel sounds using examples.	• Engage learners by asking them to use Google (search engine) to hear pronunciation of words by typing pronounce followed by word or by using dictionary. • Perform practical 3 from practical manual	• Improve pronunciation and be confident in speaking.
6	3	Day 2	Advanced communication at the workshop (2 hrs (Th) + 3 hrs (Pr))	• Prepare a text document using text to speech tools or the trainer can himself/ herself read the text and explain syllables and syllabic stress and voice modulation with respect to punctuation marks.	• Show documentary from any news channel or National geographic or Discovery and ask learners to observe and take note of oral communication and discuss.	• Make proper sentences with correct pauses and stress on required words.
7	4	Day 1	Advanced communication at the workshop (2 hrs (Th) + 3 hrs (Pr))	• Explain telephone etiquettes through role play where one learner can be the BPO executive and the other the customer.	• Perform practical 9 from practical manual.	• Answer a call in a better and formal manner.
8	4	Day 2	Advanced communication at the workshop (2 hrs (Th) + 3 hrs (Pr))	• Inform learners about guidelines for group discussion subsequently and arrange a group discussion on a general topic and explain the constituents of a group discussion.	• Show a debate on any news channel and discuss the negatives and positives with respect to group discussion.	• Raise their opinions in front of a group confidently.
9	5	Day 1	Advanced communication at the workshop (1 hr (Th) + 4 hrs (Pr))	• Divide learners into groups and assign them a topic which they should present in about 3 to 5 minutes.	• Ask learners to make a list of various factors that may serve as barriers to listening and	• Present any topic in front of a group and improve listening skills.

				• The trainer is suggested to emphasize on listening skills during the group presentation.	explain them	
10	5	Day 2	Grammar for Communication (1 hrs (Th) + 4 hrs (Pr))	• Explain tenses and usage of articles with respect to live reporting and reporting an occurred event.	• Identify a textual piece to identify parts of speech and explain them in details.	• Write or speak sentences without any mistakes.
11	6	Day 1	Grammar for Communication (5 hrs (Pr))		• Record the speech of a learner on any topic (5 minutes) and perform an analysis of the grammar involving other students and provide constructive feedback.	• Debate or interact confidently in a group.
12	6	Day 2	Personality Development (2 hrs (Th) + 3 hrs (Pr))	• Explain key elements of body language using demo and make learner's to identify the do's and don'ts.	• Show inspirational speeches of well known personalities and explain the components of personality development and ways of developing personality. • Demonstrate smart dressing images of well known personalities at leisure and at a formal occasion can be shown and importance of grooming can be explained	• Present themselves in public confidently and candidly.

13	7	Day 1	Personality Development (2 hrs (Th) + 3 hrs (Pr))	• Explain elements of effective presentation. • Explain gender sensitization along with consequences and violating it.	• Divide learners into groups and assign them topic for presentation and ask their peers to grade them on the elements of effective presentation.	• Respect other gender and deliver a great presentation
14	7	Day 1	Team building (2 hrs (Th) + 3 hrs (Pr))	• Explain various types of teams with examples and highlight the role of a leader in the success or failure of a teamwork through a group discussion	• Take case study of planning an event that comprises programmes, management and promotion and explain the importance of team and team work. • Explain SWOT analysis and ask learners to perform a SWOT analysis of themselves.	• Be a team member and support team work
15	8	Day 1	Customer Service (2 hrs (Th) + 3 hrs (Pr))	• Discuss and explain the importance of customer service skills with respect to learner's input in the above exercise.	• Engage learners by asking them to prepare their expectation as a customer while posing a query or complaint from the customer service executive.	• Speak politely and clearly with customers
16	8	Day 2	Customer Service (1 hr (Th) + 4 hrs (Pr))	• Relate good customer service with moment of truth. • Explain types of customers with examples.	• Summarize by highlighting the steps to handle customer queries • Acquaint learners to cope with negative customers.	• Handle the queries raised by customers and resolve the queries.
17	9	Day 1	Work Life Balance (2 hrs (Th)	• Ask learners to grade themselves on a scale of 1 to 5 on	• Prepare a chart of time management	• Manage your time well and achieve the

			+ 3 hrs (Pr))	their time management skills • Identify students who have rated themselves 5, 4 and 3. Ask their time management techniques • Learners who rank themselves below 3 ask them to explain how it hinders their daily working. • Explain advantages of time management.	techniques and paste them in the class and explain each technique also take inputs from the learners	targets as per the plan.
18	9	Day 2	Work Life Balance (1 hr (Th) + 4 hrs (Pr))	• Ask learners to explain what stress means to them and how do they handle it? • Discuss stress management techniques.	• Brainstorm session: List the points that make you angry and explain why learners need to manage anger. • Ask learners to suggest various anger management techniques. • Explain the anger management techniques.	• Control anger using anger management techniques and work effectively.
19	10	Day 1	Introduction to Computers (2 hrs (Th) + 3 hrs (Pr))	• Define computer, explain input, processing and output unit. • Explain hardware and software. Give examples of hardware and software with respect to other devices as well.	• Show images of different types of computers and explain their purpose.	• Identify computer parts and list the hardware components and software in the computer system.
20	10	Day 2	Introduction to Computers (1 hr (Th) + 4 hrs (Pr))	• Explain different types of software. • Explain CPU and its parts. • Distinguish between primary memory	• Discuss malicious software – virus and discuss preventive measures to be	• Differentiate between Primary memory and secondary memory.

				and secondary memory. Also explain how data is transferred to secondary memory (Hint: save).	taken in case of virus attack.	
21	11	Day 1	Introductio n to Operating System (2 hrs (Th) + 3 hrs (Pr))	• Explain start menu and task bar.	• Ask learners to switch on their computer and help them to identify the different types of software. • Use start menu to launch a program. • Use sound feature of task bar to increase or decrease the volume of your system. • Demonstrate the use of file explorer.	• Use Windows 10 Operating system for creating files and folders.
22	11	Day 2	Internet and E-mail (2 hrs (Th) + 3 hrs (Pr))	• Discuss the various purposes for which Internet is used by a learner.	• Demonstrate how to connect Wi-Fi under cable modem, broad band connection • Show video of how internet works • Open a website and explain web browser, URL, WWW, web page, website, web server, hyper link, HTML and IP address. • Click on a hyperlink and explain the components of URL and DNS • Demonstrate	• Connect to Internet for accessing the Internet services.

					searching of information using Internet.	
23	12	Day1	Internet and E-mail (2 hrs (Th) + 3 hrs (Pr))		• Demonstrate steps to create e-mail id • Explain the components of e-mail • Send / receive e-mail • View unsent e-mails and drafts • Delete and recover e-mails	• Send concise e-mails to the customers by explaining the product details of the company or write a proper reply to the queries raised by the customer or company.
24	12	Day2	Internet and E-mail (1 hrs (Th) + 4 hrs (Pr))	• Highlight the role of social networking sites. • Explain net-etiquettes (e-mail and social networking)	• With the help of learners prepare a list of social networking sites	• Follow net-etiquettes while using social networking sites.