

'Energised and Engaged Employees are the Greatest Assets'

Nikhil Desai, International Speaker, Motivator, Trainer, The Centre for Excellence, talks to People and Management. Excerpts...

Q. Take us through your journey so far?

I graduated with an MBA from USA and thereafter worked in New York for a year.

During that period I attended many training programs and realised that soft skills were very important to enhance performance and productivity. After, I returned to India in 1982, I wanted to set up an institute to impart training to corporate executives but the importance of soft skills training in India was not recognised at that time.

Hence, I waited for the right opportunity and that came my way when the Indian economy liberalised in 1991.

I was confident that the need for training would grow and time proved me right. A small beginning at that time to more than a quarter million participants over the last 25 years in 53 cities of the world belonging to more than 800 organisations has been a very inspiring and fulfilling journey.

Our programs have had a very positive impact on the performance and productivity of executives of more than 800 organisations including ACG Worldwide, Aditya Birla Group, Ambuja, Aon Global, Asian Paints, Bank Sohar, Barclays Bank, BASF, Beitel, BG Group, Cap Gemini, Cartier, Castrol, Caterpillar, Cipla, Citicorp, Clariant, Claris, Deloitte, Deutsche Bank, DHL, Dow, General Electric, Godrej, Holcim, Hyatt, Infiniti Retail, IPCA, Jindal, Johnson & Johnson, Johnson Matthey, Jones Lang Lasalle, Kone, Kotak, Larsen & Toubro, Levi Strauss, Lowe, Maersk, Mahindra & Mahindra, Nokia, Novartis, Oberoi Hotels, Pepsico, Pfizer, Prudential, Puma, Ranbaxy, Reliance, RPG Group, Sandoz, Schiller, Siemens, Spicer, Standard Chartered Bank, Stiefel, Tata Global Beverages, Tata Group, Thomas Cook, Unilever, Vedanta, VFS Global, Whirlpool, Wipro & many other organisations.

Q. What are the key focus areas during the training programme?

A. We believe that Soft skills make a hard difference..

A research conducted by Harvard University reveals that 85 percent of job success comes from having well developed soft and people skills and only 15 percent of job success comes from technical and functional skills. Hence, our focus is on soft skills training and we offer a 120 training topics making us a 1 stop shop for all training requirements.

Including in these topics are 2 flagship programs which are conducted by me.

1. In Pursuit Of Excellence – Unleashing The Potential In You & Your Organisation™

2. Achieving Excellence Thru Stress Management™

These Motivational sessions are very important, interesting & impactful at Corporate Functions, Office Gatherings, Team Building Events, Company Outings, Conferences, Summits, Off-sites, Retreats, Strategy Meets, Channel Partner Meets, Dealer Meets, Sales Review Meets, Rewards & Recognition Events, Special Occasions/Milestones, Company Anniversaries, Monthly, Quarterly or Annual Get-togethers and for Company executives on any other day where you want people to learn, have fun and leave energized and happier.

Q. Please tell us about your aim of 'Total Quality People'?

A. We all agree that the human resource is the greatest asset of an organisation. It is far more important than capital, material or machines. In today's competitive environment every company is looking for ways to enhance the quality of the human capital so as to improve their productivity and ultimately boost the company's bottom line. The aim is to have the foundation of TQP - (Total Quality People.)



Q. What is the most effective way to motivate the audience?

A. Amar Bose – Founder of Bose Corporation said:

“Man is a hundred cylinder engine running on only one cylinder.”

It is true since most people don't know their true potential.

Motivation helps them realise their inherent strengths which helps them utilize the same for better performance for the organisation they are working in.

Q. What are the major changes that you foresee in the HR landscape 5 years from now?

A. There will be increasing pressure on time and employees will find it difficult to attend some of the longer duration programs. Hence the need for short power packed programs will increase.

Keeping this in mind The Centre For Excellence has also designed & developed short programs of 1 to 2 hour duration which are in high demand amongst corporate clients since we know that this will be in high demand in the future.

Q. Any message you would like to give to our HR professionals?

A. We often believe that employees are the greatest assets of an organisation But really that is not completely true. It is energised and engaged employees who are the greatest assets of an organisation and our Motivational sessions and training programs help energised employees and increasing their engagement levels.