

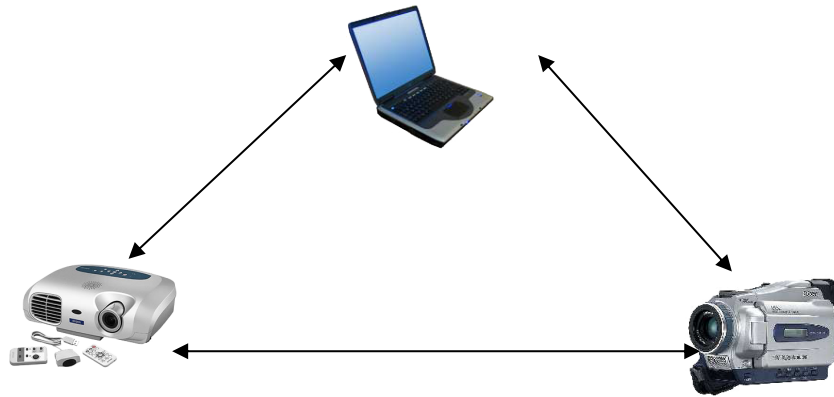
Our aim is to train people in a manner such that they find the CUSTOMER RELATIONS workshop a PLEASURE, we do not believe in putting our participants under PRESSURE.

Dr. Emmanuel Anthony Das



JADE Since 1995
training redefined

JADE WORKSHOPS ARE HI-TECH, WE EMPLOY THE LATEST TECHNOLOGY



CUSTOMER DELIGHT

From JADE TRAINING RESOURCES - Bangalore | Dubai | Minnesota

SUBSTANCE

*Our
3
STRENGTHS*

SEQUENCE

SHOWMANSHIP

JADE TRAINING RESOURCES ON THE INTERNET

www.jadeworkshops.com

With You Ever
JADE TRAINING RESOURCES
Empowering People

JADE TRAINING RESOURCES
Bangalore, India

Global Associate:
INNOVATIVE EDGE, LLC
Minnesota - USA

Dear All:

Greetings! Please spend a couple of minutes in going through this Brochure, so that you will know more about 'CUSTOMER DELIGHT' Workshop:

Here's Why You Should Go For The JADE Workshop:

Before you ask us a question *in what way is this programme going to help a Participant*, we have the answers for you.

- 1] Enthusiasm.
- 2] Working will be easier and fun.
- 3] Faster work process without pressure.
- 4] More focus on job.
- 5] Concentration will be enhanced.
- 6] Enhanced relationship with Colleagues/Bosses.
- 7] Better relations at Home.
- 8] More productive hours than Man hours.

In other words; the *salient features of Calling and taking Call and dealing with Customers and the ways and means of handling it and also leading a better life and also enhancing work at Office leading a wholesome Life as a whole*. In conclusion we are in the business of empowering the Workforce of the Nation.

All outcomes will depend on the durations and time allocated to us for facilitating sessions rather than engage in run-of-the-mill sessions as a mere formality.

IMPORTANT:

THERE IS ONE FACT THAT WE MUST AGREE UPON AND THAT IS; EVERY PERSON IS A POTENTIAL GENIUS, ALL OF US ARE ENDOWED WITH THE SAME GENIUS AND AS SUCH ALL OF US CAN LEAD A HAPPY AND CONTENT LIFE AND BECOME ACHIEVERS IN THE FIELD WE ARE INTO.

NOTE:

JADE ASSURES YOU THAT YOU WILL HAVE NO FIREFIGHTING TO DO WITH JADIANS; AS JADE BOOST YOUR MEMORY WILL TAKE OF EVERYTHING.



WHY OPT FOR JADE?

- 1] Simple Language. 2] Effective Presentation. 3] Fun-Filled.
- 4] Adventourous. 5] Erudite-Flexible-Faculty. 6] Variety – Spice of life. 7] Best Retention levels.

JADE training revolves around FACILITATION-
INTERACTION-DERIVATION which are wholesome tools
for our MOTIVATIONAL TRAINING.



Dear All;

We value your precious time, and would be highly obliged if you take a few minutes in going through this SILHOUETTE so as to understand all that we want you to know about the 'CUSTOMER DELIGHT' Module. Thanks!!!

Dr. Emmanuel Anthony Das - CEO, JADE - Pilot Faculty

KINDLY NOTE

This material, though seems exhaustive as in a micro-chip/fast food world, serves the exact purpose of providing you an in-depth idea about the CUSTOMER DELIGHT Workshops and also proves how focused we are about the entire training process.

JADE

JADE with a team of professionals began its operations way back in 1995 as JADE RESEARCH CENTRE. JADE is an organisation engaged in 'empowering humans' from different walks of life. In the past 26 years, we have conducted numerous workshops for several people numbering as much as thousands. We have 're-defined training' which is apt to our sphere of activity. After conducting the need analysis, we design the module to suit specific needs.

The JADE Workshops have successfully cut across all existing social and economical barriers viz. Religion, Gender, inhibitions and IQ levels. JADE workshops have been designed while keeping in mind all categories of people. One of the major strengths of JADE is the way in which the Workshops are executed. A Participant never gets bored when the sessions are in progress.

Multi-dimensional activities make the sessions lively and interactive. JADE Experts have adopted various methods to derive hidden treasures in the participants. This is done without putting pressure. There are voluntary explosions. JADE workshops are a wonderful blend of 'ancient wisdom' and 'modern techniques' which make the sessions unique and interesting leaving every participant spellbound.

OBJECTIVE

In the present ever speeding world, the need of the hour is to have smart thinking Staff/Employees who can work stress-free and that too without being told what to do and those who will think-out-of-the-box. At this point of time we plan to step in to make that difference by offering our workshops which has quite a lot to reveal to participants as to how to make work fun and enjoy life at Home.

We ensure that participants get the best with the least payables. We work on low profits that are reasonable.

With You Ever
JADE TRAINING RESOURCES
Empowering People

CUSTOMER DELIGHT
For Executives

Global Associate:
INNOVATIVE EDGE, LLC
Minnesota - USA

AT JADE, WE GIVE TOP PRIORITY TO QUALITY. WE ADHERE TO MAXIMUM PROFESSIONAL STANDARDS IN ALL AREAS...FROM WORDS TO WALK FROM DEMEANOUR TO DELIVERY.



🕒 JADE WORKSHOPS

Since its inception in 1995 JADE has brought about a transformational change in Students, Teachers, Faculty, Managers, Leaders, Trainers, Staff, Employees and People from various walks of life through its exclusive workshops. We are infact different from the rest of the ones who offer training in a way that we adhere to quality standards in all aspects. We also do extensive research before we structure the module. Our principal aim is to ensure that the Organisation we work with gains. We believe in a WIN-WIN-WIN situation for the Organisation we work with; the participants and also JADE.

🕒 VISION

We have focused on training people from all walks of life, right from a pupil to a top level manager, not to forget the importance of training for a laymen where he/she gets to know what life is all about; where one can bring a change in attitudes and enhance skills where he/she will develop and if all were to develop, we will have a positive society. Our ultimate goal is to see 'this world as a better place to reside in.'

🕒 MISSION

Since we have tasted success in the past; our mission is to be a leader in the field of Stress-management training by providing effective, interesting and useful programmes to participants and we are confident of achieving yet another milestone with our Don Bosco philosophy of 'whatever we do, we will do it well.' In short our mission is to help participants 'discover the true potential in them.'

🕒 AIM OF THE WORKSHOP

The main objective of this Workshop is to identify the loopholes in Staff/Employees and thereby offer need based Training and Counseling to ensure they utilize their potential to perform.

🕒 WORKSHOP?

We call our Training a 'Workshop' for the simple reason because it revolves around Facilitation, Interaction, and Derivation with the involvement of each participant. There are no boring lectures, speeches and lengthy audio-visuals, it's just training, involvement, action games etc. We believe in making our participants 'to do' rather than tell them 'what to do.'

Here is a unique opportunity for your Staff/Employees to join a training programme and become more effective that what he/she is. A Person participating in the CUSTOMER DELIGHT workshop can unleash the colossal forces of the mind and drive forward to greater success in life.

🕒 OPPORTUNITY FOR ALL

Each Participant will be given ample opportunities to come on stage and open up and participate. Individual attention will be given to some persons who need extra care. This is a participation-centered workshop and no one will be mute-spectators.

This Workshop can help Executives to handle Callers and Customers more easily and effectively.

With You Ever
JADE TRAINING RESOURCES
Empowering People

CUSTOMER DELIGHT
For Executives

Global Associate:
INNOVATIVE EDGE, LLC
Minnesota - USA

IN OUR QUEST TO EMPOWER PEOPLE, WE HAVE FOUND THAT EVERY PERSON NEEDS TRAINING. AND HENCE WE HAVE TRAINED OUR MOTIVATIONAL GUNS TOWARDS PEOPLE FROM ALL WALKS OF LIFE.



🕒 CUSTOMER DELIGHT

JADE's CUSTOMER DELIGHT workshop is a unique, do-it-yourself self-paced workshop that has tremendously helped Executives on both the calling and taking areas to perform better and offer solutions to Callers and Calees.

Basically, it's a concept to make things easier dealing with Customers in person and on the phone.

When an individual is free from Stress, he/she can utilize his/her potential and lead a happy life and achieve what he/she desires. All this can be done only if a person is free from any tension, anxiety and disease which culminate from Stress.

Infact one of the main reasons why many Staff / Employee are unable to work effectively is because of some issue that is hampering either their growth or their effectiveness. Hence such Persons need to either be counseled or put under a session to enable them to know what are the causes of stress and how it can help them in their lives and at work in general.

🕒 CONTENTS

All JADE workshops have been designed to suit specific needs and may vary for each module. These workshops are completely activity-oriented and interactive based on practical examples which ensure professional competence.

- 1] Story Meditation
- 2] Affirmations
- 3] Chargers
- 4] Ice-breaker
- 5] Management Lessons
- 6] Techniques
- 7] Case Studies
- 8] Audio Visuals
- 9] Videos
- 10] Facilitation
- 11] Interaction
- 12] Derivation.

Customer service is the support you offer your customers — both before and after they buy and use your products or services — that helps them have an easy and enjoyable experience with you. Offering amazing customer service is important if you want to retain customers and grow your business.

Note: The above activities will be done according to the time allocated in the workshop. Activities cannot be conducted in short workshops.

One of the reasons why we have activities is to hold the retention of the participants. Our Workshops are also content-based and supported by Course materials to pep up the process of learning. This method also arouses the interest in participants.

The **CUSTOMER DELIGHT** Workshop includes classroom sessions, audio-visuals, video presentation, activities and games related to the topics.

With You Ever
JADE TRAINING RESOURCES
Empowering People

CUSTOMER DELIGHT
For Executives

Global Associate:
INNOVATIVE EDGE, LLC
Minnesota - USA

JADE WORKSHOPS CAN CHANGE THE LIVES OF PEOPLE FROM WHAT THEY ARE TO WHAT THEY COULD BE, IN OTHER WORDS 'FROM HERE TO THERE.'



🕒 OUR PHILOSOPHY

Our Philosophy is 'teaching a person to catch fish.' We do not believe in pampering a person or giving him/her ready-to-eat type of stuff where they will not know how to manage themselves when we are not there to give them support. We will gear up people so that they will learn how to stand on their own feet later in life.

🕒 OUR EDGE

- ⚙️ Modules are created at the JADE Research Lab.
- ⚙️ Most workshops held at scenic Locations (*no hit-and-run philosophy*).
- ⚙️ Faculty Members from Diverse background - rich in Experience.
- ⚙️ Follow-up Sessions & Counseling offered.
- ⚙️ Workshops based on 'Learning by Doing' Methodology.
- ⚙️ All Workshops are activity-oriented.
- ⚙️ Affordable Fees.
- ⚙️ Workshops for People from all walks of life.
- ⚙️ Works with Restricted Groups for better results.
- ⚙️ Only Training Organisation to stress and work on an On-going process basis.

🕒 SPHERE OF ACTIVITY

Our vision is very clear and our focus strong. We believe in sticking to one thing rather than diversifying just to show might and power. JADE conducts motivational workshops for people from various walks of life.

At JADE, we restrict ourselves to intellectual sessions and do not engage in any fun-filled sessions. However, we outsource such agencies when the need arises.

JADE also publishes self-Improvement Books, motivational video CDs and also brings out colourful motivational gear [posters, cards, desktops and the like.]

🕒 JADE SUPPORT BASE

- 📄 Brian Corrie
- 📄 Amaldass Fernando
- 📄 Isaac Rajarathinam
- 📄 Vijay Chandra Kumar
- 📄 Sonia Ramesh
- 📄 T. S. Sureshkumar
- 📄 Gautam Thavamani



JADE is the only training outfit in the country where experts from different fields handle different areas of training.

With You Ever
JADE TRAINING RESOURCES
Empowering People

CUSTOMER DELIGHT
For Executives

Global Associate:
INNOVATIVE EDGE, LLC
Minnesota - USA

WHEN STAFF/EMPLOYEES ARE TRAINED TO MANAGE THEIR STRESS IT DIRECTLY HELPS THE BOSSES TO MANAGE MEN AND AFFAIRS EASILY.



🕒 JADE GOAL

Like all individuals and Organizations, we too have our goals set for the future. On one side, we have a long-term goal to bring about a paradigm shift with our 'Mission' and 'Vision.'

This philosophy is derived from the great Indian and Foreign management Gurus who are a source of inspiration to JADE. The JADE CUSTOMER DELIGHT workshops are fun-filled with motivational aspects from the beginning to the end.

🕒 OUR STRATEGY

Our process is as follows:

- Need analysis.
- Individual Counseling.
- Training Workshop.

A customer asks a question that you don't know how to answer because it hasn't come up before. Instead of panicking, you take a moment to think of a solution that fits company guidelines. You're able to respond quickly and effectively, resulting in a positive customer experience.

🕒 IN THIS WORKSHOP

Our Workshops are not just sessions but interventions where we plan to conduct session's right from the beginning with basics and then move on to essentials and that will include the required topics that will be sourced from our Need-analysis process.

A participant is helped by giving a set of tools. The tangible as well as intangible. Tips and pointers apart from audio-visuals along with activities and techniques on one side and intangible ones like workshop material, motivational cards, self-improvement posters, CD related to subjects and books helps a participant to hone his/her skills even after the completion of the workshop.

🕒 DOING DIFFERENTLY

Everyone does something, some overdo it, and others do nothing. We have an edge over here. We neither overdo things, nor skip anything. Hence, we claim that we do not have any fly-by-night operations. We have researched and designed several activities in the workshops which are relevant to the areas covered and apply them.

We, however state that 'we do things very differently' and in a unique manner. That is what makes the JADE workshops unique, popular & interesting.

🕒 GOING WITH THE FLOW

Looking at the scenario today, we have done our research to ensure that work and home life are balanced so that the twin policy of fun at work and happiness at home are achieved at the same time. If stress is not controlled both physical and mental health will suffer and it can lead to a lot of complications hence, we believe in the philosophy of 'prevention is better than cure.'

At JADE
We enjoy our profession [training] and that makes all the difference!

With You Ever
JADE TRAINING RESOURCES
Empowering People

CUSTOMER DELIGHT
For Executives

Global Associate:
INNOVATIVE EDGE, LLC
Minnesota - USA

IN ORDER TO ACHIEVE ANYTHING OUTSTANDING IN LIFE, ONE HAS TO TRUST THE IMMENSE POTENTIAL THAT IS HIDDEN WITHIN THEMSELVES. – Dr. Emmanuel Anthony Das



🕒 TRAINING METHODOLOGY

As in all our workshops our methodology is 'learning by doing,' which we have been practicing since our inception as we believe in making people do so that they gain first-hand experience. We keep our presentation minimal. Our research team has not just brought out outstanding activities but has also renewed the old ones and phased out new ones so as to make them easier and more understandable.

The highlight of the activities is the way in which JADE Faculty members process it after completing it explaining its usefulness and how it can be applied in our day-to-day life.

🕒 FACULTY

The JADE team is headed by Dr. Emmanuel Anthony Das, an experienced trainer with 26 years of experience in outdoor education and experiential learning. He is the founder CEO of JADE and has authored 8 self-improvement books [with many more in the pipeline] and a Novel 'HERE TO THERE' apart from 7 Motivational CDs. He is involved in performing research, content development and heading the Organisation since its inception.

Dr. EAD will be assisted by Nisha Vinu, a powerful motivational Trainer and strategist. She has 6 years of training experience and another five years in the HR processes including quality with Six Sigma Black and Green certifications. She heads the marketing team.

Other members who constitute the team are:

- Brian Corrie
- Amaldass Fernando
- Isaac Rajarathinam
- Vijay Chandrakumar
- Bharti Shetty



All our faculty members undergo a rigorous selection process and are put on probation and retained only after evaluation and feedback from participants. The JADE faculty bring in years of extensive first-hand industry experience and not just bookish knowledge.

🕒 NUMBER OF PARTICIPANTS

Ideally to facilitate personal attention and ensure competence the numbers of participants are restricted to 35 (with a minimum tolerance level).

🕒 CUSTOM MADE WORKSHOPS

Since the target audiences are spread over various designations, the module and activities will vary depending on the portfolios and their responsibilities. This workshop is exclusively designed for the Workforce after extensive research.

We are open to change, but we are careful about what we change and do. Our pattern of making changes is solely concerned with bringing out the best.

With You Ever
JADE TRAINING RESOURCES
Empowering People

CUSTOMER DELIGHT
For Executives

Global Associate:
INNOVATIVE EDGE, LLC
Minnesota - USA

WE HAVE DIFFERENT TYPES OF PEOPLE TODAY. THE DEGREE OF THINKING DIFFERS AND HENCE WE HAVE DERIVED OUR OWN TECHNIQUES TO DELIVER.



JADE Since 1995
training redefined

🕒 AREAS OF COVERAGE

ESSENTIALS

Professionalism
Preparedness
Knowledge
Patience
People-first-attitude

ELEMENTS

Respect
Empathy
Responsiveness
Presence-of-mind
Ready-reckoners

QUALITIES

Friendly Attitude
Clear Communication
Problem solving skills
Product knowledge
Service knowledge

Rest of the topics can be suggested and selected by the HR Department and also feedback from the Need Analysis conducted by JADE.

🕒 PROCESSES

1] Technique. 2] Exercises 3] Activities. 4] Case Studies. 5] Facilitation. 6] Interaction. 7] Derivation. The above topics are researched and selected by JADE after applying them at Workshops. The Organisation is free to choose topic(s) as per their choice; the same will be structured according to the duration and designation and put into a module.

🕒 CONTENT BASED WORKSHOP

CUSTOMER DELIGHT is a content-based workshop. This is done to ensure the workshop is structured and that all topics are covered in a sequence which also ensures professional competence in view of participants reading the contents and also writing about it which results in retention levels.

In our experience, we have found that content-based workshops to be very effective. Crisp world class course material is given to all participants on a timely basis.

Note: CUSTOMER DELIGHT can also be run as a Residential Workshop. Please request for a copy of the CUSTOMER DELIGHT Course material.

🕒 DURATION

Option 1 - 6 Hours – 1 Day (Office Timings) Type – At-a-stretch

Option 2 - 12 Hours 2 Days (Office Timing) Type – At-a-stretch

Option 3 - 18 Hours 3 Days (Office Timing)

Type – Staggered (1-2-3 or 1-2 and 3 or 1 and 2-3)

We, at JADE have made our presence felt in many parts of the world by associating with Global players to exchange know-how and expertise.

With You Ever
JADE TRAINING RESOURCES
Empowering People

CUSTOMER DELIGHT
For Executives

Global Associate:
INNOVATIVE EDGE, LLC
Minnesota - USA

WHEN IT COMES TO THE INSIDE-OUT (A RATIO IS EQUALLY BALANCED) THEORY, WE ENSURE THAT IT IS EQUALLY BALANCED.



🕒 ARE WE COSTLY?

Believe JADE Workshops are costly? Soft Skills Training is an investment and not a cost. A number of variables can influence pricing such as Accommodation, Food, Air-ticket, Visa and local conveyance. Pricing will also depend on the number of days and volume.

🕒 TAKEAWAYS

The intangible takeaways are:

a] bundles of knowledge b] various tips c] pointers d] ideas e] thoughts to ponder f] do's and don'ts in life g] memories.

TRACE US @

Gulf Operations:

No. 3202, ETA Manara Tower, Marasi Drive,
Business Bay, Post Box 119638,
Dubai, UAE
Cell +971 521026361.

Indian Operations

Suite 203 'R S Residency' No. 2 O M Road,
St Thomas Town Bangalore – 560 084. India
Cell +91 9448060741.

Regional Office

M 63 New 19, 9th Street
Anna Nagar East, Chennai – 600102. India
Cell +91 9840629703.

R & D Centre

No. 3/27, D Thanthanadu – Gundada Post
Kotagiri The Nilgiris – 643217. India
Cell +91 6361989138.

Email : info@jadeworkshops.com

URL : www.jadeworkshops.com

YouTube Channel : **JADE Training Videos**



PILLARS OF STRENGTH

*GULF - PETROTEK, RICHMOND
MARINE, AL DIWAN GROUP, NUCAF,
SELTEC, TRIOTEC, RAYMOND
CONSTRUCTIONS, J & J GROUP,
HYDROSOL.*

*INDIA - McWANE INDIA, ADJ
EXPORTS, INFO-GLYPTIC, AIMIL,
PROFESSIONAL COURIERS, NEO-
DELTA TECHNOLOGIES, ANUP
ENGINEERING, TOWN ESSENTIALS,
S S INDUSTRIES, HINDUSTAN LEVER,
KARVY CONSULTANTS, SAFE EXPRESS,
DTDC, WILLIAM HARE AND AIRCEL.*

Updated In January 2024.

We, at JADE believe if we have a committed Workforce the process of development, quality and the like will never be a problem, there will be growth.

With You Ever
JADE TRAINING RESOURCES
Empowering People

CUSTOMER DELIGHT
For Executives

Global Associate:
INNOVATIVE EDGE, LLC
Minnesota - USA

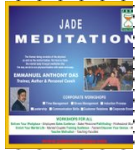
LIST OF JADE MODULES

- 1] CORPORATE RECONSTRUCTION – *Dwindling Companies*
- 2] ENLIVEN YOUR WORKPLACE – *Staff & Employees*
- 3] SALES XCELLENCE – *Frontline Salesmen*
- 4] PATHBREAKER – *CEOs & Heads*
- 5] CORPORATE XCELLENCE – *Leaders & Managers*
- 6] LEADERSHIP DISCOVERY – *Leaders*
- 7] TEAM SYNERGY – *Leaders & Managers*
- 8] OUTWARD BOUND – *Leaders & Managers*
- 9] CUSTOMER DELIGHT – *Executives of BPOs*
- 10] STRESS BUSTER – *Employees & Staff*
- 11] CATCH UP WITH TIME – *Heads & Staff*
- 12] PATHFINDER – *Teachers & Faculty*
- 13] PATHFINDING – *Engineering & Professional Students*
- 14] DISCOVER YOUR GENIUS – *Senior Staff & Heads*
- 15] RECHARGE YOUR BATTERY – *All*
- 16] TRAINING XCELLENCE – *Motivational Trainers*

URL : www.jadeworkshops.com

E-mail : info@jadeworkshops.com

CD'S by EAD



Novel by Dr. EAD



OUR SPHERE OF ACTIVITY

Soft Skill Training | Management Consultancy | Company Reconstruction | Outbound Training | Staff Counseling | Customized Workshops | SWOT Analysis - Company, Employees.

OUTCOME

Participants will work Stress-free.
 Customers will be handled more professionally.
 Better productivity at work.
 Better decision making.
 Feedback from to callers will be positive
 The Do's and Don'ts' will be told.
 More than happy employees and Humans

Endow us with an opportunity to Train your Workforce and see the results instantly, for we have been in this field for over 2 Decades.

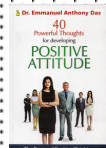
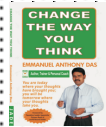
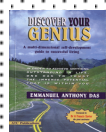
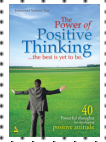
Our expertise and experience can help your Organization grow in leaps and bounds.

KINDLY CALL US FOR WE ARE CLOSE AS A CLICK OF A MOUSE OR JUST A TELEPHONE CALL, WE WILL BE TOO HAPPY TO ASSIST YOU. THANKS IN ADVANCE!!!



JADE RESEARCH, LIBRARY & DEVELOPMENT CENTRE, NILGIRIS.

Books by EAD



At JADE We Have "REDEFINED TRAINING" To Suit All Your Needs Right From A "Senior Student" To A "Manager" To A "CEO" To A "Motivational Trainer"