

RICHA SEKHAR

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Process Standardization Consultant & Behavioural Training Expert

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My STORY

I <u>believe</u> that every individual holds the seed of excellence within, waiting to be explored and nurtured to reach their highest potential.



Driven by passion for inspiring excellence and explore excellence within , i expanded my horizon in 2017 from Operations manager to Learning and Development professional . Acquired various certifications and ventured into industry . My drive for personal growth led me to pursue advanced training in behavioral transformation, taking me to the Image Consultant Business Institute (ICBI), the School of Excellence, and now the International Association of Facilitators (IAF). I began my journey as a process standardization consultant, helping businesses streamline workflows and enhance customer experience through consistent service delivery. As a facilitator, be a consulting assignment , training program or personal coaching, my vision for you is to harness the best within you and guide you in exploring limitless possibilities.

VISION

Inspiring a movement to explore excellence within, enabling all to lead with purpose, impact, and transformation

MISSION

Empowering individuals and organizations by delivering innovative, creative, and bespoke training solutions that cultivate excellence and drive transformation. Guided by integrity, respect, and a passion for excellence, i strive to unleash the full potential of every individual and team i serve, transforming it into performance.



My SERVICES

Process Standardization Projects

Targeted process training interventions to address operations pain points.

- Focuses on identifying process adherence and process training gaps
- •Revisiting Standard Operating Procedures and Process Maps
- •Designing & scheduling process refresher trainings
- •Implementing micro learning training aids
- •Creating learning aids for on the job training

This results-driven program fosters a culture of continuous improvement helps business shift from "people orientation" to "process orientation". Improve end customer experience through consistent service delivery





2 Finance and Accounting

Foundation program curated for new hires inducted in the Finance and Accounting vertical

- •Global Business Overview
- •Revisiting accounting fundamentals
- Procure to Pay overview
- •Order to cash overview
- Managing Helpdesk

This program equips new hires with essential skills for efficient Order to Cash & Procure to Pay operations and customer-centric service delivery



My SERVICES

3 Behavioural & Soft skill Programs

A series of workshops curated for First-time managers & Leaders that facilitates

- •Communication for Leaders
- Critical Thinking & Decision Making
- •Brand association & Image Management
- •Customer Centricity
- •Teamwork & Collaboration
- •Conflict Management and Negotiation
- •First time Managers Program

Equips participants with skills, explore strengths and learn to leverage existing resources and skills. Accelerating growth by immediate and sustained mindset shifts





4 Team Building Programs

A game and activity-based learning intervention designed for teams

•Focuses on experiential learning and team-building activities

- Problem-solving challenges
- Outdoor Simulations

Insinuates culture of commitment, collaboration, and high performance aiming towards common business goals and accountability within the individuals and group dynamics



RISEKH

Promoting lifelong learning opportunities for all

THE BEGINNING !

As a student, I often felt lost between the worlds of academics and the professional world I longed to be a part of. As a student, when it came to understanding the expectations of the corporate world. I struggled, trying to figure out the skills I lacked, Project RISEKH is my way of giving back to student community.





BUILDING SUSTAINABLE FUTURE !

This mentoring program is designed to fill the gap between academic learning and corporate expectations, equipping students with vital life skills, communication mastery, and decision-making abilities , express their aspirations with confidence, and communicate their feelings clearly to their parents.

HOW CAN YOU HELP ?

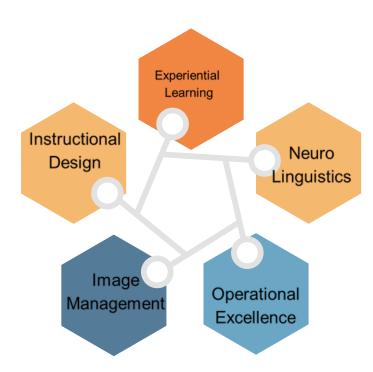
If you are an educationist or a placement cell looking to provide your students with the skills they need to succeed. Let's connect and explore how we can help students build the foundation for their future.





My PROCESS

Blending techniques & frameworks from



Diagnostics

- 1. Scope Discussion
- 2. Approach Note
- 3. Contracting



Design

- 1 Docigo Dup Th
- 1. Design Run Through
- 2. Redesign
- 3. Approval



Classroom
On the Job
Outbound



1. Observation
2. Report





My CREDENTIALS



Professional Trainer Certification, Design and Facilitation, Institute: IIPE, Canada



Train The Trainer Certification, Workplace Development & Training, Institute ICBI



Certified Instructional Designer Certification from Middle Earth HR



Train The Trainer Certification, Accredited by NABET



Level 2 , Visual Facilitation from Visual Thinking School Netherlands



On track, Excellence Installation Technology from School of Excellence, Chennai

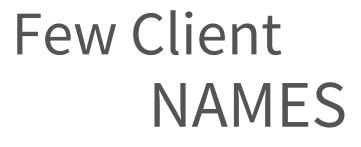


Member, Promoting the power of facilitation worldwide



RS RICHA



















PROFECTUS C A P I T A L









DG Vaishnav College, Chennai, Tamil Nadu













Let's **connect** and explore how we can partner to facilitate your growth journey

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