



# CLINTUS NETWORK LIMITED

Address: B-25 Ansal Chambers-II, 6 Bhikaji Cama Place, New Delhi-110066

Ref. No.: CNL/2023/C.P./1115

Date : 23/01/2023

To,

Dr. Monika Yadav  
K.R. Mangalam University  
Sohna Road, Gurugram  
Haryana

**Subject: Approval of Consultancy Project on "Best Practice Guidelines for Starting, Hiring and Training".**

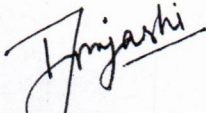
Dear Monika,


This is with reference to your proposal regarding consultancy services for "**Best Practice Guidelines for Starting, Hiring and Training**" submitted to Clintus Network Limited. We are pleased to inform you that the competent authority has approved your proposal and sanctioned amount of Rs. 2,50,000/- (Two Lakh Fifty Thousand Only) as consultancy fee payable to your organization K.R. Mangalam University to undertake this project.

We look forward to your association with us.

Regards,

For Clintus Network Limited

  
Authorised Signatory

  
Registrar  
K.R. Mangalam University  
Sohna Road, Gurugram, (Haryana)

# **Consultancy Project**

## **On**

### **Best Practice Guidelines for Starting, Hiring and Training**

The main component of human resource management is recruiting and selecting employees. It serves as the entrance point for those seeking employment with the company.

The recruitment process includes locating the open position, posting job ads, and filtering and vetting the applicants. While the selection phase, which entails selecting the best applicant for the open position, providing them with training, and assessing their performance, begins after the recruiting process.

According to Edwin D. Flippo, recruitment is the process of luring fresh talent utilising a variety of sources and forcing the applicant to apply for the position. The hiring procedure varies from firm to company. Companies use a variety of recruitment techniques and methods to hire employees. All firms adhere to the same fundamental principle, which is their recruitment policy.

The lone central idea that all the Candidates are chosen for additional interview rounds based on the company's recruitment policy. There are certain elements that will impact hiring. brand image, welfare, goodwill, and other organisational processes are some examples.

The process of selecting the qualified applicant for the open post involves determining if the applicant satisfies all employment requirements. When compared to the recruitment process, the selection procedure takes more time and is longer. Yoder divides the category of selection through two subcategories: selected and not selected.

Background checks, referral checks, interviews, and many more variables are some of the aspects that influence the selection process in the organisation.

#### **Session 1: Basics of Recruitment & Training**

- What is Recruitment & Training?
- Benefits and Importance of effective recruitment & Training
- Difference between recruitment and hiring
- Process of recruitment
- Methods and strategies of recruitment & training.

The introduction section provides an overview of the project objectives, scope, and the importance of establishing best practices in starting a business, hiring employees, and training the workforce. It outlines the significance of efficient processes in these areas for organizational success.

#### **Session 2: Methods of Recruitment & Training**

- Advertising through organisations careers site, job boards, social media and industry publications
- Accessing organisations talent pool database

- Considering employee referral
- Rehiring ex-employees (Boomerang employees)
- Promoting and transfer of existing employees
- Collaborating with Employment Exchange
- Recruitment agencies and professional organisations

This section describes the methodology adopted for the consultancy project. It includes details about data collection techniques such as interviews, surveys, and industry research. The report also discusses the stakeholders involved and the criteria for selecting best practice guidelines.

### **Session 3: Tools to improve selection process & training process**

The selection process and training process are critical components of building a successful and competent workforce. Organizations are constantly striving to enhance these processes to ensure they attract and retain top talent and provide effective training to develop employee skills. In this session, we will explore various tools that can be utilized to improve the selection process and training process, leading to better outcomes and improved organizational performance.

#### **I. Tools to Improve the Selection Process:**

##### **Applicant Tracking Systems (ATS):**

ATS software automates the recruitment process, enabling organizations to streamline candidate sourcing, resume screening, and applicant management. These tools help manage large volumes of applications, identify qualified candidates efficiently, and track their progress throughout the selection process. ATS can significantly reduce administrative tasks, improve time-to-hire, and enhance the overall candidate experience.

##### **Pre-employment Assessment Tools:**

Pre-employment assessment tools assist in evaluating candidates' skills, knowledge, aptitude, and personality traits. These assessments can include cognitive tests, behavioural assessments, situational judgment tests, and job simulations. By utilizing such tools, organizations can gain deeper insights into candidates' capabilities, ensuring better alignment between their skills and job requirements.

##### **Video Interviewing Platforms:**

Video interviewing platforms enable remote interviewing, which has become increasingly important in today's globalized and remote work environments. These tools allow organizations to conduct virtual interviews, record candidate responses, and share them with relevant stakeholders for evaluation. Video interviews save time and costs associated with travel while allowing for more efficient candidate screening and evaluation.

## **II. Tools to Improve the Training Process:**

### **Learning Management Systems (LMS):**

LMS platforms provide a centralized digital environment for training and development activities. They offer features such as course creation and management, content delivery, tracking progress, and reporting. LMS tools enable organizations to deliver consistent and standardized training programs, track employee learning outcomes, and identify areas for improvement. They also facilitate blended learning approaches by incorporating various learning formats such as e-learning modules, virtual classrooms, and multimedia resources.

### **Performance Support Systems (PSS):**

PSS tools provide on-the-job support to employees by offering quick access to information, job aids, tutorials, and resources. These tools can take the form of mobile applications, online knowledge bases, or integrated systems within existing software. PSS enhances the training process by enabling just-in-time learning, reducing reliance on formal training sessions, and improving employee productivity and performance.

### **Virtual Reality (VR) and Augmented Reality (AR):**

VR and AR technologies offer immersive and interactive training experiences. They allow employees to practice real-life scenarios in a safe and controlled environment, enabling them to gain practical skills and knowledge. VR and AR tools are particularly beneficial for training in high-risk industries, complex procedures, or situations that are difficult to replicate in traditional training settings. These technologies enhance engagement, knowledge retention, and overall training effectiveness.

### **Session 4: 4 C's of onboarding process (Compliance • Clarification • Culture • Connection)**

The onboarding process plays a vital role in integrating new employees into an organization and setting them up for success. To ensure a smooth transition and maximize employee engagement, it is essential to focus on the 4 C's of onboarding: Compliance, Clarification, Culture, and Connection. This session aims to explore each of these elements and their significance in creating an effective onboarding experience.

#### **Compliance:**

Compliance refers to ensuring that new employees understand and adhere to legal, regulatory, and organizational policies and procedures. During the onboarding process, HR professionals and managers should provide necessary documentation, such as employment contracts, tax forms, and company policies. They should also offer training on safety protocols, confidentiality, ethics, and any other compliance-related matters specific to the role or

industry. Compliance sets the foundation for a lawful and secure work environment while promoting trust and transparency.

**Clarification:**

Clarification involves providing new employees with a clear understanding of their roles, responsibilities, and performance expectations. It is crucial to communicate job descriptions, objectives, and key performance indicators (KPIs) effectively. Managers should engage in open discussions to clarify any doubts, set realistic goals, and establish milestones for performance evaluation. By ensuring clarity, organizations foster employee confidence and enable individuals to make meaningful contributions from the start.

**Culture:**

Culture encompasses the values, norms, and beliefs that define an organization's identity. Integrating new employees into the company culture is essential for promoting alignment, engagement, and a sense of belonging. During onboarding, organizations should communicate their core values, mission, and vision. Sharing success stories, organizing culture-building activities, and introducing new hires to team members and key stakeholders can help them understand and embrace the organization's culture. By immersing employees in the company's values and traditions, organizations foster loyalty and promote long-term engagement.

**Connection:**

Connection refers to establishing relationships and networks within the organization. Onboarding should include opportunities for new employees to connect with their colleagues, mentors, and other stakeholders. Encouraging social interactions, assigning buddies or mentors, and facilitating team-building activities can help new hires build connections and feel supported. Building meaningful relationships early on enhances engagement, collaboration, and overall job satisfaction.

**Session 5: Writing SMART goals (specific, measurable, achievable, relevant, time-based)**

Setting goals is an integral part of personal and professional development. To maximize the effectiveness of goal-setting, it is essential to follow the SMART framework. SMART goals are Specific, Measurable, Achievable, Relevant, and Time-Based. This session aims to provide an understanding of each element and guide individuals in writing SMART goals for optimal success.

**Specific:**

SMART goals should be specific and clearly defined. Rather than setting vague goals, it is important to identify specific outcomes or actions to be achieved. Specific goals answer the

"what," "who," and "why" of the objective. They provide a clear direction and focus, leaving no room for ambiguity. By being specific, individuals can better understand their target and develop a plan to attain it.

#### **Measurable:**

Measurability is crucial in SMART goal-setting. Goals should include measurable criteria to evaluate progress and determine whether the objective has been achieved. Measurable goals are quantifiable and allow individuals to track their performance and success. Establishing key performance indicators (KPIs), metrics, or milestones helps in assessing progress and making necessary adjustments along the way.

#### **Achievable:**

SMART goals should be achievable and realistic. It is essential to set goals that are within reach and can be accomplished based on available resources, skills, and capabilities. While goals should challenge individuals to grow and stretch their abilities, they should not be overly ambitious or unattainable. By setting achievable goals, individuals maintain motivation and build confidence as they make progress.

#### **Relevant:**

Relevance is a critical aspect of SMART goals. Goals should align with an individual's overall objectives, values, and aspirations. They should be relevant to the individual's role, responsibilities, and long-term plans. Setting relevant goals ensures that efforts are focused on areas that truly matter and contribute to personal and professional growth. Relevant goals also promote alignment with organizational objectives, increasing overall effectiveness and impact.

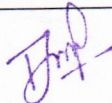
#### **Time-Based:**

SMART goals should have a specific timeframe or deadline. Time-based goals establish a sense of urgency and provide a clear target for completion. By setting deadlines, individuals are motivated to take action and prioritize tasks effectively. Time-based goals also help in tracking progress and holding oneself accountable. Breaking down goals into smaller, time-bound milestones can further enhance focus and productivity.

### **Session 6: How to build relationships in the workplace?**

Building strong relationships in the workplace is essential for creating a positive and productive work environment. Good relationships with your colleagues can lead to increased collaboration, improved communication, and a higher level of job satisfaction. This session aims to provide some key strategies to help you build relationships in the workplace:

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**Foster open communication:** Communication is crucial for building relationships. Be open, transparent, and approachable with your colleagues. Listen actively when others speak and show genuine interest in their ideas, concerns, and perspectives. Encourage open dialogue and create an environment where everyone feels comfortable sharing their thoughts.

**Develop trust:** Trust forms the foundation of any successful relationship. Be reliable and consistent in your actions, meet your commitments, and follow through on your promises. Be honest and avoid gossip or spreading rumors. Trust is built over time through consistent positive interactions.

**Show respect and appreciation:** Treat your colleagues with respect and kindness. Value their contributions and acknowledge their achievements. Offer words of encouragement and gratitude whenever possible. Recognize the expertise and skills of others and be willing to learn from them.

**Collaborate and support:** Actively participate in teamwork and collaboration. Offer your assistance to others when needed and be willing to help out. Share your knowledge and expertise with colleagues, and be open to learning from them as well. By supporting others, you create a sense of camaraderie and build strong bonds.

**Be mindful of diversity and inclusion:** Respect and appreciate the diversity within your workplace. Be mindful of different backgrounds, perspectives, and experiences. Foster an inclusive environment where everyone feels valued and included. Seek to understand and learn from the unique perspectives of your colleagues.

### **Session 7: Basic/ Soft Recruitment Skills & Training Skills**

- Efficient communication
- Confidence and curiosity to learn more about the candidate
- Effective listening skills and an eye for detail
- Talent to identify and display positive body language
- Being reliable
- Patience and ability to anticipate future
- Strong networking and relationship-building skills

Recruitment is a critical function within organizations, and it requires a specific set of skills to successfully identify and attract top talent. While technical skills are important, it is the soft skills that enable recruiters to effectively engage with candidates, build relationships, and make informed hiring decisions. This Session aims to highlight some of the basic/soft recruitment skills that are essential for success in the field.

#### **Communication Skills:**

Effective communication is a fundamental skill for recruiters. They must be able to clearly articulate job requirements, explain company culture and values, and answer candidate

queries. Strong verbal and written communication skills are necessary for conducting interviews, writing compelling job descriptions, and providing feedback to candidates. Recruiters should also be adept at adapting their communication style to different audiences, including hiring managers, candidates, and other stakeholders.

### **Active Listening:**

Active listening is the ability to fully focus on and comprehend what the other person is saying. Recruiters must listen attentively to candidates during interviews and conversations, allowing them to understand their qualifications, skills, and aspirations. By actively listening, recruiters can ask relevant follow-up questions, demonstrate empathy, and ensure that candidate's feel heard and valued.

### **Relationship Building:**

Recruiters need strong relationship-building skills to establish rapport with candidates, hiring managers, and other stakeholders. Building and nurturing relationships with candidates helps create trust and a positive candidate experience. Recruiters should engage in personalized interactions, maintain regular communication, and provide timely updates throughout the recruitment process. They should also collaborate closely with hiring managers to understand their needs and preferences, ensuring a smooth and efficient hiring process.

### **Time Management:**

Recruiters often handle multiple open positions simultaneously, which requires effective time management skills. Prioritizing tasks, setting realistic deadlines, and staying organized are essential for managing a high volume of candidates and ensuring that hiring processes are completed in a timely manner. Recruiters should also have the ability to quickly adapt and respond to changing priorities or urgent hiring needs.

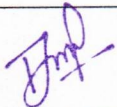
### **Problem-Solving and Decision Making:**

Recruiters frequently encounter challenges and dilemmas during the recruitment process. The ability to think critically, analyze information, and make informed decisions is crucial. Recruiters should be skilled in assessing candidate qualifications, evaluating cultural fit, and weighing multiple factors to determine the best candidate for a position. Effective problem-solving skills enable recruiters to address any obstacles or issues that arise during the hiring process.

## **Session 8: Advanced / Hard Recruitment Skills & Training Skills**

- Data-driven approach
- Effective marketing and sales ability
- Usage of technology to track and attract candidates
- Critical thinking and using social media

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- Time management and multitasking
- Manage and deliver to expectations
- Ability and willingness to learn and adapt

Recruitment is a dynamic field that requires a combination of both soft and hard skills. While basic soft skills are essential, advanced or hard recruitment skills take the process to a higher level. These skills involve more technical expertise, strategic thinking, and the ability to navigate complex challenges. This session aims to highlight some of the advanced/hard recruitment skills that are crucial for recruiters who want to excel in their roles.

### **Sourcing Techniques:**

Advanced recruiters possess extensive knowledge and expertise in sourcing techniques. They have a deep understanding of various channels and platforms to identify and attract top talent. This includes utilizing advanced search techniques on job boards, social media platforms, professional networks, and leveraging their own networks to uncover passive candidates. They also know how to use applicant tracking systems and other recruitment tools effectively.

### **Talent Mapping:**

Talent mapping is a strategic skill that involves proactively identifying and tracking high-potential candidates in the industry. Advanced recruiters have the ability to conduct thorough market research, identify talent gaps, and create talent pools for current and future hiring needs. They stay updated on industry trends, competitor analysis, and emerging skill sets to ensure their organizations have a competitive edge in attracting top talent.

### **Employer Branding:**

Advanced recruiters understand the importance of employer branding in attracting and retaining talent. They have the expertise to develop and execute comprehensive employer branding strategies. This includes showcasing the organization's culture, values, and unique selling propositions to create an attractive employer brand. They leverage various channels, such as social media, company websites, and employee testimonials, to promote the organization as an employer of choice.

### **Behavioural Interviewing:**

Behavioural interviewing is a technique used by advanced recruiters to assess candidates' past behaviour as an indicator of future performance. They are skilled in designing and conducting structured interviews that focus on specific competencies and behaviours required for the role. Advanced recruiters know how to ask probing questions, listen for specific examples, and evaluate candidates based on their responses to make informed hiring decisions.

### **Data Analytics:**

Advanced recruiters understand the power of data analytics in driving recruitment strategies and decision-making. They have the ability to collect, analyze, and interpret recruitment data to identify trends, measure the effectiveness of sourcing channels, optimize recruitment processes, and make data-driven recommendations. They are proficient in using recruitment metrics and analytics tools to provide insights and improve recruitment outcomes.

### **Diversity and Inclusion:**

Advanced recruiters recognize the importance of diversity and inclusion in building high-performing teams. They possess the knowledge and skills to develop and implement diversity sourcing strategies, mitigate unconscious biases in the recruitment process, and create inclusive candidate experiences. They actively seek diverse talent, partner with diversity-focused organizations, and advocate for inclusive hiring practices within their organizations.

### **Session 9: Training and roundtable discussions**

To excel in the field of recruitment and optimize training sessions, continuous learning and development are crucial. Training programs and roundtable discussions provide opportunities for recruiters and trainers to enhance their skills, exchange knowledge, and stay updated with the latest trends and best practices. This session highlights the importance of training and roundtable discussions in recruitment and training sessions and explores their benefits.

### **Session 10: FAQ's, Role plays, Case studies and Discussions**

- Workshops can be custom designed to suit the needs of the client organisations
- Q & A session with industry experts
- Participants can take up projects and get guidance to refine their current recruitment methodologies

### **Trainer and Coordinator:**


Dr. Monika Yadav

Assistant Professor

School of Management and Commerce

K.R. Mangalam University

Gurugram

  
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Sohna Road, Gurugram, (Haryana)

## Consultancy project

On

### Best Practice Guidelines for Starting, Hiring and Training

Our most valuable resource is our people, and hiring new staff requires a major time and effort commitment. The value provided by choosing the best candidate for the job may be found in greater performance, increased team morale, and enhanced production, in addition to the cost of advertising and recruitment. A thorough, well-thought-out recruitment process puts us in a better position to choose the ideal candidate for the job and the Department's requirements. Additionally, we are more inclined to choose someone who will be content in the position and be successful in it. The strategic use of onboarding is one of the most crucial ways that organisations can increase the efficacy of their people management systems after efficient recruiting and selection. Onboarding is the practice of assisting new recruits in rapidly and easily adjusting to the social and performance demands of their new positions.

#### Programme Objective:

- To provide information about record-keeping obligations, information on secondments, transfers, and promotions.
- To provide information on types of employment or categorization.
- Procedures for hiring temp workers and personnel from labour agencies.

#### Target Participants:

Top level Management, Middle level Management, Team leaders

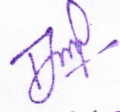
#### Outcome:

After the success completion, the Participant would be able to:

- Learn rational evaluation and selection process to identify the finest candidates.
- Practice 4C's of on boarding.
- Develop Workplace Relationships.
- Able to write SMART goals (specific, measurable, achievable, relevant, time-based)
- Participants would learn the skills of anticipating future needs of the organisation.

#### Budget:

Particulars	Amount
Trainer's fees ( Rs15,000 * 10 sessions)	Rs. 1,50,000
Logistics (Rs.5,000 * 10 session)	Rs. 50,000
Reading material/Stationery (Rs.2,500 * 10 session)	Rs. 25,000
Refreshments (Rs.2,500 * 10 session)	Rs. 25,000
Total Amount	Rs. 2,50,000

  
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**Time Duration:**

Session	Topic	Timings
Session 1	Basics of Recruitment & Training	9:00 am - 4:00pm
Session 2	Methods of Recruitment & Training	9:00 am - 4:00pm
Session 3	Tools to improve selection process & training process.	9:00 am - 4:00pm
Session 4	4 C's of onboarding process (Compliance. • Clarification • Culture • Connection)	9:00 am - 4:00pm
Session 5	Writing SMART goals (specific, measurable, achievable, relevant, time-based)	9:00 am - 4:00pm
Session 6	How to build relationships in the workplace?	9:00 am - 4:00pm
Session 7	Basic/ Soft Recruitment Skills & Training Skills	9:00 am - 4:00pm
Session 8	Advanced / Hard Recruitment Skills & Training Skills	9:00 am - 4:00pm
Session 9	Training and roundtable discussions.	9:00 am - 4:00pm
Session 10	FAQ's, Role plays, Case studies and Discussions	9:00 am - 4:00pm

**Trainer and Coordinator:**


Dr. Monika Yadav

Assistant Professor

School of Management and Commerce

K.R. Mangalam University

Gurugram

  
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Sohna Road, Gurugram, (Haryana)



**K.R. MANGALAM UNIVERSITY**  
THE COMPLETE WORLD OF EDUCATION

To

Finance Manager/ HR Manager

M/s Clintus Network Limited

B-25, Ansal Chambers - II

6, Bhikaji Cama Place

New Delhi - 110066

Invoice No. : 01/Feb/2022-23

Invoice Date : 02/02/2023

**Invoice for Corporate Training**

Particulars	Amount (Rs.)
Invoice for services rendered in relation to the corporate training titled "Best Practice Guidelines for Starting, Hiring and Training"	2,50,000
<b>Net Amount Payable</b>	<b>2,50,000</b>

(Rupees Two Lakh & Fifty Thousand Only)

Please make the payment of the invoice by NEFT/RTGS/IMPS as per Bank Detail:

Beneficiary Name : K.R. Mangalam University

Account No. : 091101000622

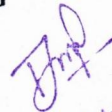
IFSC CODE : ICIC0000911

Bank : ICICI Bank Ltd.

Branch : Sohna Bus Stand, Gurgaon

PAN : AAJCS3143G

For K. R. Mangalam University

  
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K.R. Mangalam University  
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(Authorised Signatory)