1.  **Project Description:**

    The purpose of this RFP (Request for Proposals) is to solicit proposals from qualified training providers who can develop and deliver face-to-face training programs designed to support the skills and knowledge of employees.

    The RFP must be accompanied by a transmittal letter that briefly summarizes the proposing firm's interest in providing the required professional services. The transmittal letter must also clearly state and justify any exceptions to the requirements of the RFP that the applicant may have taken in presenting the proposal.

2.  **Specific requirements/terms of reference of services.**

    Proposals should include course descriptions that map to the sample **Learning Areas** identified in the RFP. Bidders may submit their course catalog but must provide a pointer or identifier to allow easy identification of the following information:

    - Learning objectives
    - Target audience
    - Duration of the training program
    - Minimum and maximum group size per session
    - A brief history of providing training programs
    - Describe their staff's knowledge, skills, and experience in providing training programs
    - Provide financial projections for the project
    - Conduct pre and post-training feedback to measure the learning outcome
    - Describe the materials and processes they will use
    - Identify any special requirements for the delivery of the training program

3.  **Brief implementation plan and milestones:**

    | Milestone | Target |
    | --- | --- |
    | RFP Submission Timeline | 30th November 2022 |
    | Selection & Implementation Plan | 10th December 2022 |
    | Launch w.e.f | 15th December 2022 |

# Learning Areas

| Learning Areas | Broader Areas under consideration |
| --- | --- |
| **Written Communication** | English writing; creating persuasive and impactful content, communicating effectively through emails etc. |
| **Interpersonal Communication** | Communicate openly and clearly; building trust, rapport and visibility; ability to engage and connect easily with people etc. |
| **Delivering Impactful presentations** | Design presentations that can hold the audience's attention and clearly convey the intended message; confident and engaging delivery of content etc. |
| **Negotiations and Difficult Conversations** | How to effectively convey and receive difficult messages; finding a win-win strategy in a complex situation with grace and tact; how to convey dissent without impacting relationships etc. |
| **Conflict Management** | Ability to defuse charged situations through effective listening, empathy, quick response; finding common grounds and incentives to de-escalate issues etc. |
| **Critical thinking and creative problem solving** | Innovative and logical thinking; solution-mindset and ownership to resolve problems; find creative solutions to complex problems etc. |
| **How to be an effective team player** | Building trust with team members; knowing how to foster open and honest communication; contributing towards collective gain; collaborative attitude and flexibility to adapt to others etc. |
| **Stakeholders Management** | Ability to influence stakeholders, secure buy-in, and maintain sustainable relationships; ability to manage challenging and demanding stakeholders |
| **First-time Line Manager's /People Manager's Training** | Managing performance through goal setting, continuous feedback, objective assessments, learning, and growth; Demonstrate leadership skills by effectively managing team motivation, engagement, open communication etc. |
| **Excellence @ work** | Self-awareness and mindful thinking; time and priority management; initiative and ownership; resilience and emotional intelligence; professional etiquette, and organizational ethics, communicating, listening and interpersonal skills etc. |
| **Team Building** | Learn the qualities of effective teams and the role an individual can play in creating a healthy, productive team. Explore the key characteristics of exemplary team members and become a valuable collaborator. |
| **Code of Conducts/Ethics/ Organizational Values** | Understanding and communicating an organization's mission, core values and behavior expectations, and fostering a healthy work culture, inspires the right behaviors and raises awareness of ethical issues. |