

A woman with long brown hair, wearing a beige blazer over a light-colored top and blue jeans, stands in a modern office. She is smiling and holding a blue marker in her right hand, gesturing towards a whiteboard. The whiteboard has some faint diagrams and text, including the word "toring". In the background, there are blurred office lights and furniture. A circular logo with the letters "NIIT" in blue is positioned in the upper right corner.

**NIIT**

## **NIIT's Managed Service Approach to Leadership & Workplace Skills Development**

A comprehensive, one-stop learning ecosystem for leadership development and soft skills training.



In an increasingly volatile and evolving business landscape, a strong focus on leadership development is pivotal to the success of your workforce.

At NIIT, we understand that leadership development is not a one-and-done activity. It is a constant and evolving process that needs to be managed at scale to meet fluctuating volumes and demand. While the onus of managing leadership training is often on internal L&D teams, the challenges of sporadic demand coupled with managing armies of vendors can drain your internal L&D bandwidth.

**In the absence of a managed training services approach to leadership development, training and upskilling leaders can often lead to ad hoc training in silos with increased overheads driven by hidden and redundant costs. The result – unmanaged spend with unpredictable results.**

As a pure-play managed services provider with over four decades of experience, we understand how challenging it can be for large global enterprises to deliver consistent and effective leadership training across geographies, departments, and teams.

That's why we have helped the world's leading companies increase the effectiveness and efficiency of their leadership and soft skills training programs with a managed training services approach that is tailored to the needs of their organization.



## Do these challenges resonate with you?



### INCONSISTENCY IN QUALITY & PRICING

A large pool of vendors which is not centrally sourced or managed usually results in inconsistent quality, conflicting delivery styles, and erratic pricing and billing frameworks.



### DUPLICATION & REDUNDANCY ACROSS THE SYSTEM

Without a centralized system for aligning your leadership development needs with organizational objectives, you could end up with multiple vendors offering similar services leading to redundancy and duplication across the system. Moreover, the adoption of delivery modalities is uneven.



### HIGH FIXED COSTS

When leadership development training initiatives are managed by in-house HR teams or SMEs, it leads to high fixed costs associated with personnel, travel, administrative overheads as well as the costs of providing training in different modalities.



### LIMITED SCOPE OF SCALABILITY

As internal staff is constrained for time and resources by juggling between regular work and sourcing or managing leadership training, scalability across geographies can be limited and challenging. Often, internal employees spend time and effort on time-consuming administrative tasks instead of focusing on the strategic aspects of the business.



### SOURCING THE RIGHT TRAINERS

It is critical to source the right trainers for leadership development training. Often, experience is not enough. Trainers must not only be trained on content and tools, but they must also be ready to deliver training in a context that aligns with your organization's business values and culture.



### SUBSTANDARD OPERATIONAL EXCELLENCE

Lack of focus and expertise inhibits achieving operational excellence (demand planning, scheduling, cancellations, customer service, continuous improvement)

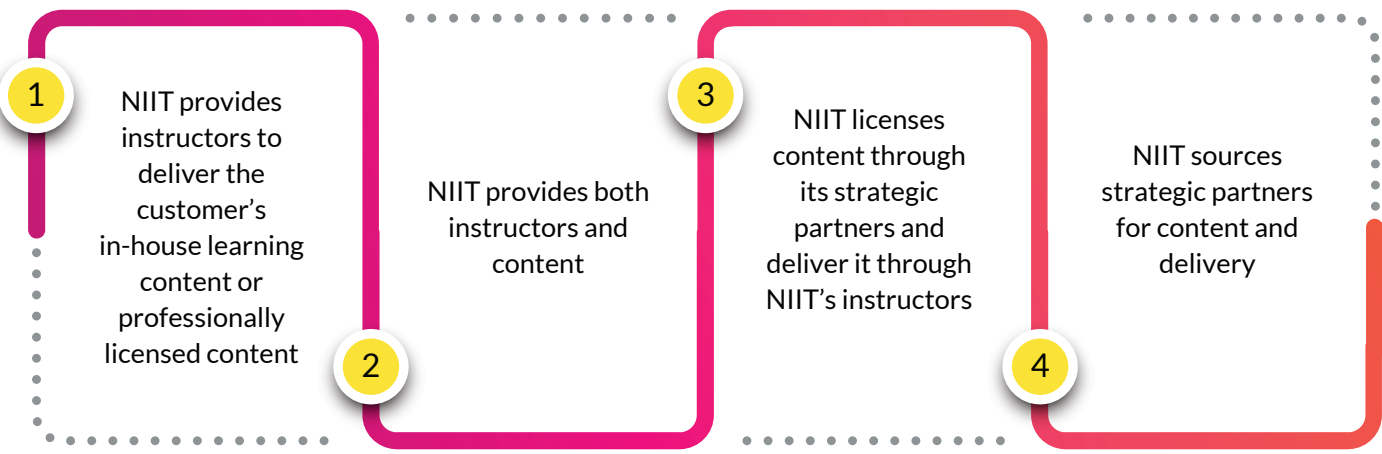


With NIIT's managed service approach to leadership development, you have the advantage of focusing on your business goals while we help your L&D teams streamline and centralize leadership training delivery and facilitation with reduced costs through our comprehensive Leadership Aggregation services. Our ultimate goal is to free your teams from the chaos associated with vendor management, planning, scheduling, and delivery logistics.



# How do we do it?

NIIT’s leadership and soft skills training catalog offers best-in-class, cutting-edge pedagogy, cost efficiency, and time to deployment. NIIT offers the flexibility to work with four different leadership training models:

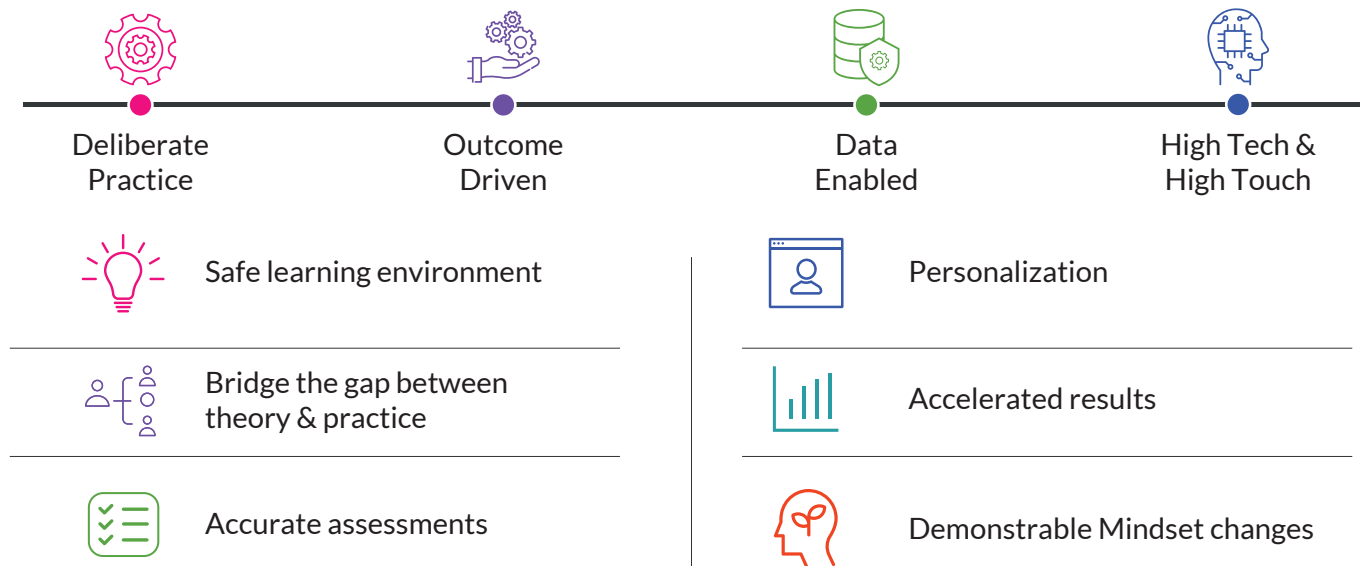


We have recently partnered with Knolskape, a global leader in experiential learning to expand our capability in offering simulation and experiential learning customized to the learning needs of our customers.

Our Managed Training Services approach to leadership and professional skills is designed to enable the entire lifecycle of skill building and includes content design to learning paths, best-in-class partnerships and learning models supported by efficient learning administration.

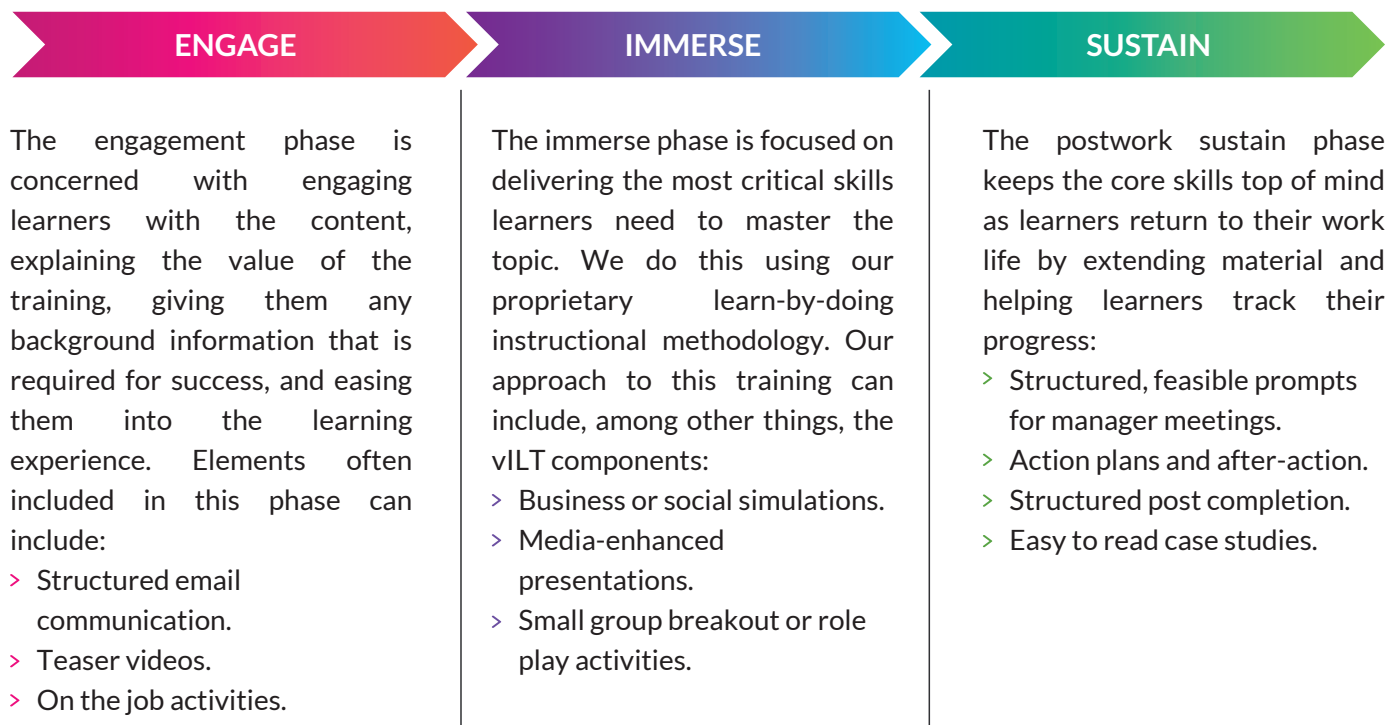


# Why Experiential Learning for Solving the Talent Challenge?



## Our Experiential Framework

Our framework for soft skills and leadership courses has been refined over thousands of hours of content design and development and ensures our solutions are interactive, holistic, and human-centered. The framework described below is an example of what may be included in the design of the course. We work with you to identify the most suitable blend of media, technology, and interactive features to meet and exceed your needs without breaking the bank.



## Our Catalog

NIIT's leadership and soft skills training catalog covers wide-ranging customized and immersive leadership and professional skills development solutions that are tailored to the learning needs of our customers.



### For Accelerating Leadership Transformation

A comprehensive suite of learning products aligned with 100+ competencies

MANAGEMENT DEVELOPMENT SKILLS

EXECUTIVE COACHING

PERSONAL EFFECTIVENESS (FOR IC'S OR NEW MANAGERS)

DIVERSITY & INCLUSION



### For Building Digital Mindsets

Cutting-edge portfolio of future-focused learning products and journeys to build digital mindsets, skillsets, and cultures

DIGITAL SKILLS

Download 

\*Download our comprehensive workplace skills catalog for a detailed view of the courses offered.



## Why NIIT?



**Our worldwide** network of over 1,000 instructors and a best-in-class partner network help us provide unmatched global scale with regional flexibility in over 30 countries worldwide.



**We specifically tailor** and customize our instructor pool for each of our customers with both content and industry experience. We manage every aspect of delivery for you, from staffing, to scheduling, to classroom, to follow-up.



**Our comprehensive** global delivery model offers classroom-based, virtual instructor-led, and simulation training to over half a million students worldwide each year.



**Our dual-shore** staffing model offers the best pricing with the option of fully variable pricing. We offer a wide range of services including certification and multi-lingual support in 24 languages.



**We conduct over 150,000** days of training annually, with an average instructor feedback score of 4.6 on a 5-point scale.

We also deliver over 32000 virtual sessions annually for participants across 50+ countries.

**30**

Countries

**1000+**

Coaches/Facilitators

**24**

Languages



## Our Facilitators

NIIT has an extensive pool of **1,000+ exceptionally qualified facilitators/coaches** with a cross-section of industry experience. NIIT's trainers come with extensive years of experience in **Manager and Leadership skills** and draw from a broad range of experiential activities that allow for safe practice, deep exploration, perspective sharing, and rich learning during the training experience. We ensure the quality of their delivery through:



### LONG TERM STABILITY

By deploying a master facilitator to ensure continuity, quality and responsibility for integrity of the design and delivery.



### LOCAL FACILITATORS

Local facilitators are deployed in the required countries with extensive local experience and context, thus eliminating travel cost.



### MULTICULTURAL EXPERIENCE

Local facilitators will have experience in delivering training with programs in multicultural organizations.



### CONTINUED COMFORT & CONTEXT

Through long term focus on reducing the need for additional preparation time and effort.



### TRAINING CODE OF CONDUCT

Demonstrate integrity, humanity, equality and confidentiality by adherence to NIIT's COC.



### SOCIAL LEARNING

Learner support via social learning facilitator for post training support and coaching.

## The Benefits you Reap

Access to a vast network of professional leadership facilitators and certified trainers across geographies for delivering high-quality and consistent training.



NIIT's instructors are also trained to integrate your organization's business values and culture to increase the effectiveness of your leadership training programs.



70-75% savings on the time and effort of internal employees on administrative tasks.



20-25% cost savings per engagement through the elimination of overheads and identification of cost-effective vendors and delivery mechanisms.



Reduction in the effort and time your in-house resources spend on administrative tasks associated with Leadership Training.



Continuous improvement and innovation in training delivery processes to align with the changing business needs.



# Customers who trusted us with transforming their Leadership & Workplace Skills Development Training



CHUBB®

**700** Deliver over 700 quality leadership training program sessions to employees across North America.

**20-25%** Reduction in cost for enterprise-wide leadership and professional skills training

**72** Net Promoter Score

**7/8** Average feedback which corresponds to valuable/excellent



Hewlett Packard  
Enterprise

**800** Sessions annually

**12** Trainers working on programs, 6 Leadership Facilitators, 6 for Onboarding. Regions covered – APAC, EMEA & Americas

**35** Programs overall. 26 Leadership and 3 Onboarding programs.

**4.7** Average trainer feedback of 4.7/5.

**66** Net Promoter Score



**4000** Participants across 98 countries in multiple languages.

**94%** Of respondents said that the course made an impact.

**99%** Likely to recommend the program to colleagues

**>4.7** Average facilitator feedback: 4.7, coaching feedback: 4.9, administration feedback: 4.6, program design: 4.6, social tutor: 4.7



PHILIP MORRIS  
INTERNATIONAL

**4.5** Our overall Feedback Score is 4.5

**12** Trainers deployed across the regions where the program is running

We are providing delivery support in Spanish, Portuguese, Mandarin, Japanese, Thai, Bahasa, and English languages





**200** Delivering 200 days of training annually

**12** Trainers are engaged to deliver programs

**4.8** The average feedback score is 4.8

vmware®

**300** Over 300 sessions delivered annually

**5** Workplace skills programs

**10** Senior trainers and moderators engaged from different countries

**4.75** Our overall facilitator score is 4.75

**61** Net Promoter Score of 61

ORACLE®

Our Net Promoter Score is 8.95

**42%** Increase in the learning performance across Oracle competencies

\*In partnership with Knolscape

ABB

**4.4** The average feedback score is 4.4

**30%** Participants reported increase in their performance across the competencies addressed

**19%** Improvement in business acumen and strategic thinking capabilities

## Contact Us

For information on how NIIT can equip your people with the skills they need to lead from the front.

Contact Details: [businessimpact@niit.com](mailto:businessimpact@niit.com)





 @niitmts

 /company/1029832



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SHEFFIELD | SHANGHAI | TOULOUSE | VANCOUVER

For questions or comments, please write to [businessimpact@niit.com](mailto:businessimpact@niit.com).

[www.niitmts.com](http://www.niitmts.com)