Nomination: 18771

Skill of the Year

Page: General Information

Name of Organization / Company

eClerx Services Limited

Logo

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platform.com/file/27826/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoyNzgyNiwiYWxsb3dOb3RRaWduZWRVcmwiOiJGYWxzZSIsImlnbm9y
eClerx_CorpLogo.png)

Web Site Address

https://eclerx.com/ (https://eclerx.com/)

Page: Entry Information

Entry Title

Skill of the Year

Category

L01 - L03 - Award for Innovation in Human Resources > L02. Award for Innovation in Human Resources Management, Planning & Practice > Other
Service Industries

Submission Format

An Essay of up to 625 Words

Essay

eClerx provides business process management, automation, and analytics services to several Fortune 2000 enterprises, including some of the world's leading financial services,
communications, retail, fashion, media & entertainment, manufacturing, travel & leisure, and technology companies. eClerx's HR team has always been at the forefront of driving
continuous learning and improving the performance of our employees through skill upgradation. To ensure our core business goals are achieved through effective training programs,
we have collaborated with universities, training institutes, independent trainers, industry professionals, online learning content providers, and technology partners. Born out of the
need to upskill and reskill our employees to become future-ready, the 'Skill of the Year' initiative is now our flagship training program for upskilling and reskilling employees. A Skills
Council comprising leaders from business, recruitment, and L&D decides on a list of priority skills that are most relevant for the organization, its clients, and employees. The team
picked 'Data Visualization and Storytelling' owing to its relevance across designations and roles. After multiple conversations with many Indian and international institutions and
independent experts, eClerx partnered with the Institute of Data Science and Computing, University of Miami, to create a customized 25-hour learning journey. Post receiving a high-
level skeleton of the program design from eClerx, Dr. Alberto Cairo, who is the Knight Chair in Visual Journalism at the university's School of Communication, a world-renowned data
visualization expert, defined and structured the curriculum for this program. Lectures were delivered virtually across eight Saturdays in which a total of 18,268 learning hours were
invested and received a feedback rating of 4.71 out of 5. A total 614 employees participated in post training certification program of which 518 employees across eClerx's offices in
India, U.K., U.S., Canada, Germany, Netherlands, and Singapore were certified. The top 25 performers were allowed to delve deeper, so they could take their learning and expertise
from this program to the next level. Sponsored by eClerx, the top 25 were enrolled in Dr. Stephanie Evergreen's annual Evergreen Data Visualization Academy so they can learn to
make data so compelling that their stakeholders will pay attention and take action. The academy provided access to on-demand videos, researched expertise, live coaching from
Stephanie, feedback on their work, explored case studies, and answers to their questions in the community forums. Learning continued for the rest of the org with a challenge
coined 'Picture That'. Where each month interesting publicly available data sourced from the internet was provided to them to visualize and were asked to present their work to a
panel of vice-presidents managing client delivery, who picked the top 3 visualizations to be rewarded with a token price money. Winning entries were also published in our internal
magazine 'Synapse', to encourage maximum coverage. A role switch option was also made available to successful employees through internal job postings. With the overwhelming
success of this initiative, subsequent Skill of the Year programs were launched on 'Robotic Process Automation' and 'Low Code No Code' in partnership with the University of
Toronto under Prof. Darshan Jain, an intelligent automation expert, who trained and certified over 1300 eClerx employees on each skill. In September 2023 we concluded a program
on 'How to Think Like a Consultant' in partnership with the Florida International University that was conducted by Prof. Edgardo Pappacena for AVP and above designations. A total
228 employees from across the globe completed this program of which 224 got certified. Testimonials and success stories of employees being able to apply their learning on
projects have been greatly appreciated by both our CXO and CHRO at a recent offsite in Washington DC for CXOs – giving us strong impetus to embark on the next Skill of the Year
program on Generative AI.

For this category please provide

An essay of up to 625 words describing the nominee's innovative achievements in human resources since July 1 2021, **OR** a video of up to five (5)
minutes in length illustrating the same.

Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry
and provide more background information to the judges.

Do You Have Supporting Files You Would Like to Upload?

Yes

Audio (Mp3), Documents (PDFs, Word, PowerPoints), Images (PNG, JPG, TIF), and Video (Mp4)

200 MB Max per File

File 1

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File 2

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File 10

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Do You Have Website URLs you would like to link to

No

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Terms and Conditions

I Agree