

Q1 > Qualities of trainer :

A1 > A trainer should be a role model for his trainees

Should be knowledgeable of the content and through in & out to make sure his trainees gain more trust in terms of any queries asked

Patience when required really & more understanding towards the attendees attention

Adaptability is important to new things and things unknown; mainly should adapt the good, bad, identify the source of distraction and try & minimize them.

a good trainer must continually update himself- self development and knowledge wise

he must have good communication and interpersonal skills

Q2 > key strength of a trainer:

A2 > Conversation will not make it happen – but a solid delivery can help.

Delivery can be defined by 5 “Ps”:

Presence, Projection, Pronunciation, Probing, and Practice.

Trainers need to possess a natural ease in dealing with people, an ability to present themselves with confidence, speak before a large audience with conviction, a mature thought process to create training material relevant to their audience, spontaneity to respond to difficult situations with ease, a good sense of humor, loads of enthusiasm and most importantly a passion for the subject matter that is being presented and I believe I possess these qualities that’s why I want to be a Trainer

3> Why you want to be a trainer

A> It is a challenging job. It is versatile. It is demanding. Right from the day one I want to be a Trainer. He/She needs to handle the End to End responsibility, documentation and even he/she works as a SME and also as people manager. I would say it is like handling multiple tasks in single role.

Q4 > Responsibilities of trainer -

A4> Corporate trainers are responsible for the education and skill advancement of employees. Successful corporate trainers understand the goals of the organization and the skill level and educational needs of employees. They should focus on these areas - assessment, curriculum design, training delivery and managing training department

5> information of Remedy & Conscenza

A> I know Remedy is ticket logging system where we create new incidents or update existing incidents. We can even select/change priority of the incident according to caller’s request.

Q6> knowledge management skills -

A6> Processes that an individual carries out to gather, classify, store, search, retrieve, and share knowledge in his/her daily activities and how these processes support work activities It is a response to the idea that knowledge workers increasingly need to be responsible for their own growth and learning and represents a bottom-up approach to knowledge management

**7> What does a trainer observe, analyze and report future trends based on analysis ?**

**A ) From Darshika**

**8> What comes under Presentation skills.(customer facing profile) ?**

**A> Five important points**

- I. Planning and writing the presentation**
- II. Using visual aids effectively ( In case presentation is through PPT or graphs)**
- III. Overcoming presentation nerves ( Especially when we interact with group new people)**
- IV. Delivering the presentation confidently**
- V. Answering questions competently**

**Its important to think about how you're actually going to deliver your presentation. We will look at some of the key techniques and skills you can call on to help you speak confidently, keep the audience's interest, really engage with them and create the presence that want to have in front of your audience. Its important that you have the confidence to interact with your audience and deal with any questions that your audience might throw at you.**

**Q9> Process orientation -**

**A9> An organization that emphasizes process as opposed to hierarchies, a process oriented way of thinking, outcomes and customers and is positively associated with customer satisfaction, product quality, delivery speed and time-to-market speed**

**Structured thinking - is problem-solving methodology for finding innovative solution concepts to engineering-design type problems. most importantly it is a simpler methodology, which makes it quicker to learn and easier to apply. It requires no databases or computer software.**

**10> Points for MS Office, Outlook**

**A> I have experience working with Lotus notes, Excel, PPT and WORD (when I created SOP's). When I worked in ISP I helped customer resolving the Outlook issues. I am very confident and mixed up with MS-office.**

**11>What are Crystal reports?**

**A) Crystal Reports is a business intelligence application designed to generate reports from a wide range of data sources and convert data into Charts with correct formatting. This reports are generated in PDF or RPT**

**12>What comes under IT Help desk environment**

**A) Resolving the minor to major incidents raised by callers. Minor incidents like password reset and major incidents like server issues. Issues with specific tools it could be by internal applications or third party application. I am sure that 80% we usually hit by know issue and 20% could be unknown incidents.**

13> What comes under telecom domain knowledge

A> Telecommunication has a significant social, cultural, and economic impact on modern society. A communications network is a collection of transmitters, receivers, and communications channels that send messages to one another. Some digital communications networks contain one or more routers that work together to transmit information to the correct user. An analog communications network consists of one or more switches that establish a connection between two or more users. For both types of network, repeaters may be necessary to amplify or recreate the signal when it is being transmitted over long distances. This is to combat attenuation that can render the signal indistinguishable from the noise.

14> What is OS/Basic network architectures

A> An operating system (OS) is a set of programs that manages computer hardware resources, and provides common services for application software. The operating system is the most important type of system software in a computer system. Without an operating system, a user cannot run an application program on their computer, unless the application program is self booting.

I know network architecture has 7 layers.

Application  
Presentation  
Session  
Transport  
Network  
Data Link  
Physical

15> What do you mean by Training Need analysis

A> We should ensure that SOP's should be updated according to business updates. We should communicate to operations and check if there are any new issues. If we find new issues we can create a RCA report and document and give a refresh training to team. So this need analysis.

**16> What are the steps to update & modify data in conscenza tool**

**A> NA**

Q17 ITIL - The Information Technology Infrastructure Library (ITIL), is a set of best-practices for IT service management (ITSM) that focuses on aligning IT services with the needs of the business. Changes and characteristics - 1. ITIL Service Strategy[4]

2. ITIL Service Design[5]

3. ITIL Service Transition[6]

4. ITIL Service Operation[7]

5. ITIL Continual Service Improvement[8]

ITIL definition - Any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to or a reduction in, the quality of that service.

Q18> Incident management desk -

A18 > incident management process is to restore a normal service operation as quickly as possible and to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

19> What can be areas of concern and under performance ?

A> BQM ( Bottom quota management) refresh training's, Documenting and training on new unusual incidents and standardizing daily operations with 100% knowledge database.

20> How to assist in scheduling and time management

A> Developing time management skills is a journey that may begin with this Guide, but needs practice and other guidance along the way. One goal is to help yourself become aware of how you use your time as one resource in organizing, prioritizing, and succeeding with you daily activities. Correct time management is results more production and peace.

21> What comes under process documentation

A> Approvals hierarchy, standard operating procedures, unusual and usual issues raised by callers need to be covered under process documentation.

22> What is Signoff from customer

A> Business agreement between IBM and Client