



Outperform

Learning Solutions

Outperform Learning Solutions

Building Workplace Capability Across Leadership, Teams, and
Customer Experience

www.outperform.co.in

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About Us

- We help organizations improve performance by building leadership, workplace, and customer-facing capabilities through structured journeys, capability development programs, and digital learning solutions.
- Our programs are designed for real workplace application—through practice, reflection, and structured follow-through.



Our Learning Philosophy

- Performance improvement is the real goal; training is an enabler.
- Behaviour change is difficult but possible with the right reinforcement and practice.
- The impact of capability development programs can and should be measured.
- Experiential and structured learning improves retention and application.

Our Approach Focuses On

- Building capability, not just delivering content
- Practical learning that can be applied at work
- Manager capability as a key driver of organizational performance
- Customer-centric thinking across functions
- Continuous learning through blended and digital learning

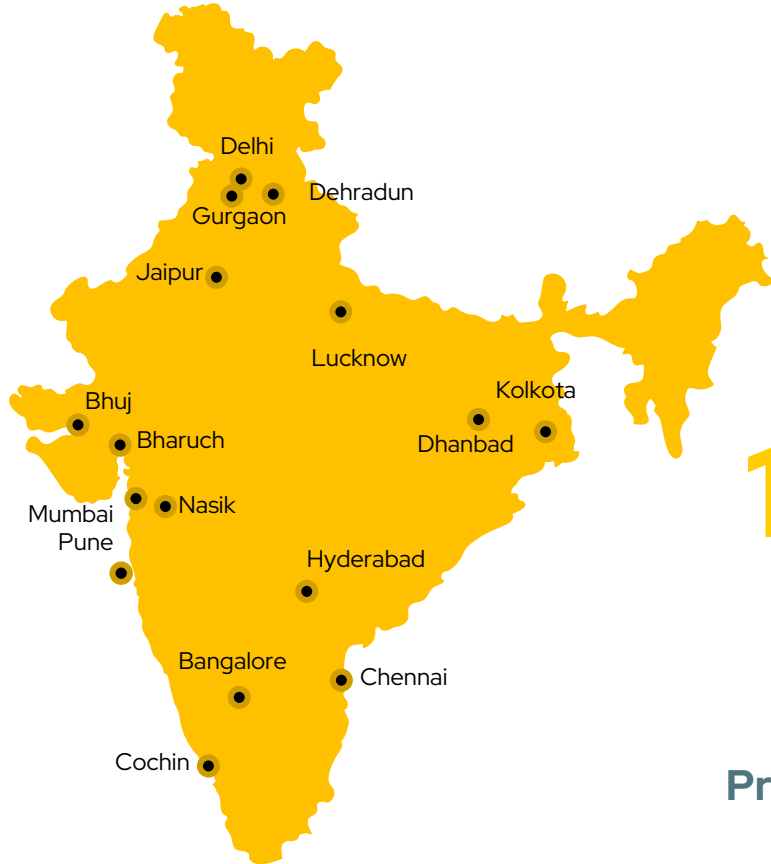
Our Value Proposition

**Improving workplace performance through
capability development.**

We design and deliver structured programs that build how people communicate, lead, collaborate, and serve customers—resulting in measurable improvement at work.



Our Experience & Reach



500+

**Workshops
Delivered**

11000+

**Professionals
Trained**

100+

**Organizations
Served**

Programs delivered across multiple cities in India

Capability Development Programs



1 – Workplace Effectiveness

Programs that help employees become more effective in how they communicate, collaborate, and manage their work.

- Professional Presence
- Communication & Interpersonal Effectiveness
- Personal Productivity & Work Management
- Problem Solving & Critical Thinking
- Cross-functional Collaboration

Capability Development Programs



2 – Manager & Leadership Development

Programs designed to help managers transition into leadership roles and build high-performing teams.

- Manager Effectiveness
- Delegation & Performance Management
- Feedback & Performance Conversations
- Influencing & Stakeholder Management
- Change Management
- Leadership Development

Capability Development Programs



3 – Customer Experience Capability

Programs focused on building customer-centric behaviour and service excellence across frontline, supervisory, and managerial roles.

- Customer Service Excellence
- Customer-Centric Communication
- Service Recovery & Handling Escalations
- Internal Customer Service
- Customer Experience Leadership (Service Managers)

Signature Programs

1

Managing Up

Building Effective Manager Relationships

Build stronger working relationships with managers to improve alignment and performance

2

Communicating for Results

Communication practices that drives clarity, alignment, and results in the workplace.

3

Ownership → Initiative → Leadership

Build ownership-driven behavior where employees take initiative, solve problems proactively, and step into leadership roles.



Leadership & Manager Development Journeys



A typical journey may include:

- Self-awareness
- Communication
- Delegation
- Performance management
- Coaching and feedback
- Influencing and stakeholder management
- Decision making
- Leading change
- Action learning projects
- Follow-up and reinforcement

Instead of only standalone programs, we also design multi-module development journeys for organizations, based on business goals and role-specific capability gaps.

Digital Learning Solutions

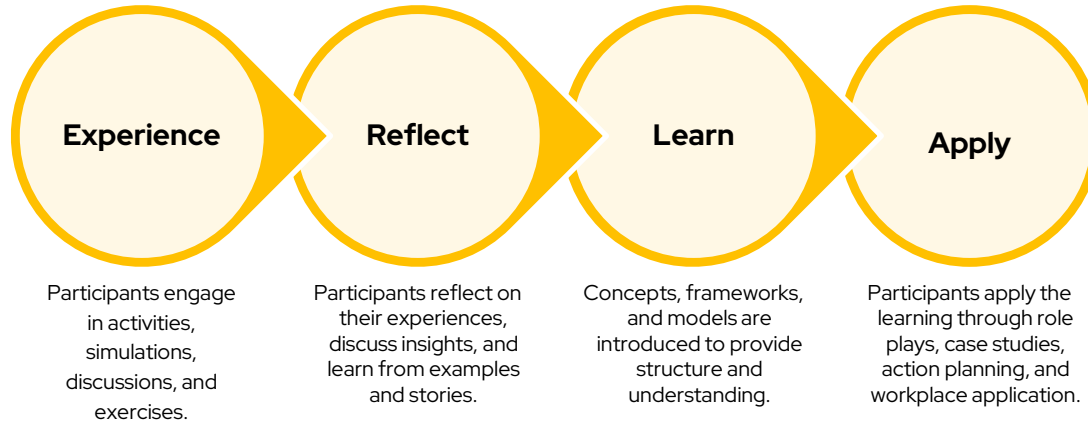


We also develop digital learning content and microlearning modules that can be integrated with instructor-led programs to ensure reinforcement and sustained behavior change.

- Online courses
- Microlearning videos
- Learning reinforcement content
- Email learning series
- Digital toolkits and workbooks
- Blended learning journeys

Our Learning Methodology

Our workshops are designed around the Outperform Learning Cycle*
The learning process follows four stages:



This cycle ensures that learning moves from awareness to understanding to application and behavior change.

For large programs and multi-location rollouts, we work with a network of experienced facilitators who are aligned to our program design and delivery approach



*Based on adult learning principles and learning styles research by Honey & Mumford.

Trusted by organizations across industries

Organizations We Have Worked With



Industries Served

Manufacturing & Engineering | Chemicals & Pharma | BFSI | Energy | IT/Technology | Logistics | Retail/ Services

Strong experience working with manufacturing, engineering, BFSI, logistics, and technology organizations.

Facilitator Profile



Viraj Almeida is a capability development consultant who partners with organizations to build leadership, workplace effectiveness, and customer-centric capabilities.

He has delivered training programs across industries including IT, manufacturing, BFSI, pharma, and services, working with managers, frontline employees, and leadership teams.

His programs focus on practical application, behavior change, and improving workplace performance through communication, leadership, and customer-centric capability development.

Highlights

- Experience in leadership development journeys and manager development programs
- Programs delivered across India
- Course published on Udemy Business
- Experience as assessor in Assessment & Development Centres

Certifications

- Crucial Conversations – Crucial Learning
- ‘Power To Lead’ – Value-based Leadership
- Project Management Certification – Capgemini
- Customer Centric Culture by Lynda.com

THANK YOU

Partnering for Capability Development

We help organizations build leadership capability, workplace effectiveness and customer-centric cultures through structured learning journeys, capability development programs and digital learning solutions.

Let's partner to build capability that drives performance.

*'The mind is not a vessel to be filled,
but a fire to be ignited.'* -Plutarch

**Outperform
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