

# OUTLOOK Business

BEST EMPLOYERS

MAY 14, 2011

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## Why Employees ♥ NIIT

**Lifetime recognition:**  
Conference rooms  
named after consistent  
top performers.

**Health and well-being:**  
Employee counselling,  
yoga@office, gym  
facilities for employees  
and families.

**Global leadership  
programme:** High  
performers work on  
live projects.

Aon Hewitt  
**Best Employers**  
in INDIA 2011



BHUPINDER SINGH

The use of terms like 'sir' or 'ma'am' was banned and everyone is on a first-name basis. This was done to remove hierarchies, unquestioning attitudes and other such constraints that plagued most Indian establishments. "When you call someone by their first name, it instantly cuts away fluff and brings one straight to the business at hand," says Rajendran.

What is also remarkable about the company is its ability to groom people for leadership. "Eighty per cent of NIIT's leaders are home grown," says Asim Talukdar, Senior VP, NIIT. Some even joined as faculty at the centre level and now head separate business units," he says. For instance, Bharati Bashyam joined the company 18 years ago as a counsellor at an NIIT centre. She is now the deputy GM for the company's contact centre. Bashyam rose to her current designation after working through functions like sales, online learning services, customer relationship management and education. The company is now trying to put in place a mobility facilitation centre. "Managers will have to ensure that people under them move after two years. If that has still not happened in four years, then these people will be mandatorily moved to other functions," says Rajendran. It's all part of making NIIT a more agile company, and grooming leaders from within its ranks.

—Taneesha Kulshrestha

## NIIT

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## NIIT remains the 1st Choice of NIITians as well as the Industry!

### NIIT

Amongst Top 25 'India's  
Best Companies to Work for - 2011'  
and 'Ranked 1st in Training &  
Education Industry - 2011'

by Great Place to Work  
Institute in association  
with Economic Times

'Best Employers in India- 2011'  
by Aon Hewitt

'Best Education Company  
to work with'  
by Franchise India

Aon Hewitt  
**Best Employers**  
in INDIA 2011



## :: Moments of Pride



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Leading People | Building Organizations

# THE 50 BEST COMPANIES TO WORK FOR INDIA 2011

#23  
NIIT

NIIT's growth is derived from the growth of each member in the company. The company takes on itself the duty to foster careers by creating opportunities that demand learning, thinking and innovation from each NIITian. Being a service organization, every person at NIIT needs to have people skills for effective business interaction. Therefore, they aim to create a place where people learn how to interact with people. "NIIT is People" is not only part of NIIT's vision document, but is also the voice of the employees, expressed through their comments. Pride in the company business, reaching out to the community, a good working environment, approachable and caring management, supportive colleagues, learning platforms, and perks & benefits are some initiatives to keep NIITians happy and engaged.

HR has been integral to their business from the very beginning of its formation. The founding team themselves have, at some point in time, led the HR function themselves. They saw the need to invest on education, corporate training, software development, and consulting to prepare the company to take the next big leap by involving everybody in the company. Their culture enforces the belief that every single individual is important to build the organization every day, which is also reflected in the employee's i-card which reads "Jasneet (employee name), I am building an NIIT".

Being a global talent development organization, NIIT stands for integrity, stability and people-orientation, which is a great platform to attract quality talent. NIIT provides a unique environment, where 'I' can learn, 'I' can think and most importantly, where 'I' can innovate, and for this, NIIT creates a working environment that is extremely conducive for helping employees learn, think and innovate.

Since its inception, NIIT has had an annual day where each year concentrates on a particular theme. Last year's focus was 'NIITians first' and many innovative schemes, policies and practices were created around the theme. Even the NIIT people practices were revised keeping in mind the 'NIITian first' focus.

Everyone associated with NIIT is called a NIITian; the terminology 'employee' is banned in the organization to take away people being deduced to mere numbers. NIITians are made to feel at home, with various in-campus comfort provisions. 'I-connect' is a buddy and mentoring program

## Every Person Builds NIIT

*"We decided from day one that there are no employees in our company. We do not call anybody an employee, but call everybody a NIITian"*

- P. Rajendran, Co-Founder & Chief Operating Officer, NIIT



P. Rajendran, Director & COO (second from L, first row) and Shampy Venkatesh, Chief People Officer (second from R, first row) with the NIIT team

where all new joiners are assigned a buddy on the second day of joining, on the online 'I-connect' system. The objective of the 'buddy program' is to make the new joiner feel comfortable and provide all operationally necessary information. On completion of one month, every new joiner is assigned a mentor on the 'I-connect' system.

What makes NIIT a great workplace is that there is tremendous amount of passion, which is backed by an extensive amount of process orientation. The spirit of their culture makes NIIT a unique workplace. They believe that NIIT is a culmination of much folklore, which is exemplified in the many activities that strive to nurture the NIIT family. While everything cannot be printed, pasted, submitted, tabled and accrued, it is these stories that carry forward the emotive part of the organization, creating a differential experience for all. ■

NIIT Ltd.

Learning solutions for individuals, corporates, government, colleges and schools

2011 Rank: **#23**

Previous Ranking: **-**

India HQ: **GURGAON**

Founded in India (year): **1981**

Employee Strength: **4,434**

Gender Ratio (F to M): **1:1.53**

Other Ranking: **#1 (EDUCATION & TRAINING)**