

Final Summer Project Report



Company:

Xiaomi Technology Private Limited, India

Job Role:

HR Intern

Faculty Mentor:

Prof. Tejas Modi

Submitted By:

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Organization Mentor:

- Varun Madan
- Bhavesh Chauhan
- Rohit Malik

Project Title:

A short summary of my experience and learnings as a team member of the Learning and Development function at Xiaomi India.

Purpose of Report:

- To list down my learnings as a summer intern for the organization, which entails:
 - My experience of the day to day operations at L&D
 - My learnings from this experience



Acknowledgement

I would like to express my gratitude to my mentor at Xiaomi India, Bangalore, Mr. Varun Madan and Mr. Bhavesh Chauhan for giving me the opportunity to be a part of the summer internship program at their organization & for the continuous guidance throughout these two months of my internship. Their guidance has helped me in enhancing my know how, skills, attributes, and also geared me up to develop a strong bias for action. Their continuous encouragement and constructive feedback have helped me develop further as an L&D Professional.

Along with my mentors, I would like to thank Mr. Rohit Malik- L&D Head, for his guidance and insights which helped me understand the process better. I would also like to thank the entire HR team of Xiaomi for their continuous support throughout the journey.

I would also like to sincerely express my heartfelt gratitude to my faculty mentor Prof. Tejas Modi for his guidance and valuable suggestion during this journey.

- Saloni Udani



Executive Summery

The report explains my two-month long journey at Xiaomi as a HR intern, wherein I was deputed to work as part of the Learning and Development department. The report can be divided into three different sections. The first section deals with the basic information about the internship, the second deals with Industrial analysis of the particular sector and third deals with the deliverables and the learnings. The report has been structured in a way that gives the reader a better understanding about the extensive work done during the past two months. The description about the organization and the sector to which it belongs sets the readers expectations in the right direction. The industrial analysis tries to present the current scenario of the market, the reach of the brand and also the competition it faces with other similar brands. The worked done by me has been presented in a simple and structured language to give the reader a complete overview of the tasks accomplished. Lastly, the learnings have been divided into two parts i.e. Mentor Learnings and Peer Learnings to make it more meaningful and easier to understand.

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Part: A: Profile of the Organization:

Sector Details:

Sector: Consumer Electronics

Introduction:

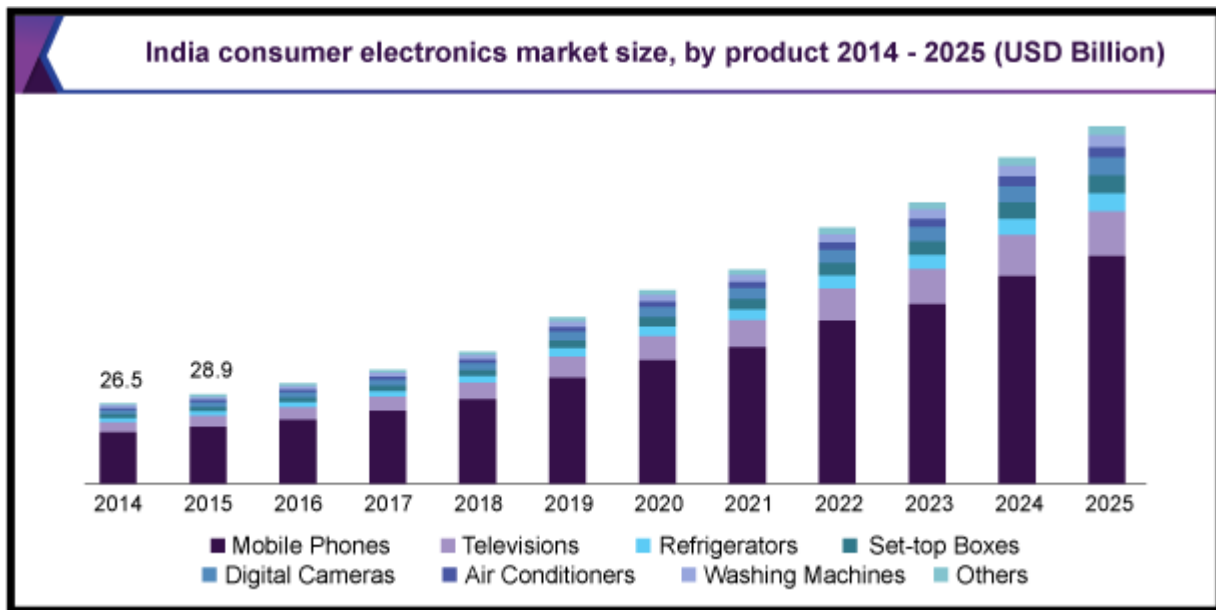
The name "consumer electronics" denotes any product that has electronic components and is designed for personal or non-commercial purposes. Most of the time, the purpose of these products is to recreate or communicate or channel communication. This industry is continuously innovating with new technologies and it has been proven to have major impact on human lifestyle. Every now and then, the industry experiences entries of new players and also new product lines.

Apart from that, the industry itself faced minor Covid-19 pandemic related disruption with recorded positive impact for some of its product lines. The list of products includes Smart Phones, Laptop, T.V., Tablets, Digital cameras and so on. In the global smart phone market, Xiaomi has been a major player alongside brands like Apple, Samsung and Sony.

Consumer Electronics in India:

Listed below are some facts and figures pertaining to the industry in India:

- This industry has reached a valuation of 76000+ Crore Rs. in 2019 and as per reports, it is expected to double its valuation to 1.48 L Crore Rs. by 2025.
- This sector contributes to an estimated 2.5% in GDP, though it is continuously growing.
- Directly or indirectly, the sector provides employment to 13 million citizens.
- As per the data reports sourced through RAI - Retailers Association of India, 2020, the industry has registered growth in sales by a margin of 2% in the month of September and 8% in the month of October as compared to last year.



As per the report, they are expecting the development in demands of electronic products to \$ 400 billion by 2024.

- In the year 2020, Indian government has started keeping restriction on the import of television and smart phones from China,
- In fact, government is expected to develop exports of smart phones to \$ 1.5 billion in 2020.
- Government has started working on electrification for rural areas, which would lead to an increase in the demand for electric products in rural areas.
- With the growing usage of electronic products and rapid urbanization 1.2 billion customers are participating in rapid digitization.
- To encourage the 'Atmanirbhar Bharat' initiative, in 2020, government has approved the PLI - Product linked incentives in ten business sectors, including consumer electronics.

Major reasons behind this growth:

- Indian policies and regulatory
- Relaxation of license rules
- FDI- foreign direct investment approved till 51% for multi brand companies and till 100% in single brand companies.
- Accessibility of products
- Development in awareness
- Change in lifestyle

Major companies in India for this industry:

- Havells India Ltd.
- Bajaj Electronics
- Voltas
- Godrej & Boyce
- Whirlpool India
- Blue Star
- Philips Electronics India

For Smart Phones:

- Apple
- Samsung
- Google
- Huawei
- One Plus
- Xiaomi, etc.

About the Company: Xiaomi



Xiaomi was established in 2010. It is Chinese multinational company who produces electronic items. They had launched their first smart phone in August 2011. Their official logo “MI” stands for Mobile Internet and Mission Impossible. In Chinese ‘Mi’ means Millet, their motive after this name is to make the electronic items at cheaper rate with good quality, so same as rice (millet) every person can afford them.

Mission:

“We relentlessly build amazing products with honest prices to let everyone in the world enjoy a better life through innovation technology.”

Vision:

“Be friends with our users.

Be the coolest company in the hearts of our users.”

There are major **five pillars** of Xiaomi, which are: Respect, Trust, Integrity, Transparency and Responsibility. Xiaomi Philosophy is Best specs, Highest quality and Honest pricing.

In India, they are famous for some of their main products like, smart phones, T.V., fitness brands and power banks. Apart from these, in other countries they do have many other product lines and some of them are not electric. Sooner or later, they will launch them in India as well. This picture is showing all product lines of Xiaomi.



They are in top five, for more than fifty countries for their smart phones. They sell their products through offline outlets; franchises and they do have their own online site. Mi.com is the 3rd largest E-commerce platform in.

99% of Xiaomi mobile phones are made in India. Its production capability is three phones per second. There are more than 30000 families working in its phone manufacturing factories. Xiaomi is number one in after sales services.



Their sales process is also well organized. It starts from Xiaomi and then the next step is Distributors. It divides in Zonal distributors, District distributors and City distributors. Then it will reach to Retailer. Mainly it is divided into two parts, Exclusive Channel (Mi Home, Mi Studio and Mi Store) and Non-Exclusive Channel (Mi Preferred Partner, MAP, Mi Consumer Electronics, LFR/ RPF). The last step is to sell out the product to consumers.

Their HR timeline is divided in specific months. Their financial year is January to December. Their first goal setting will be in December to May, Mid-year review will be in June, another

goal setting will be in June to November. Employees’ performance coaching will be ongoing whole year.

Xiaomi is awarded with best place to work award for continuously two years. Here, they are used to take care of employees and employees’ emotions. They have policy to give gifts for some pre decided occasion – Wedding gift, New born gift, Team building, work anniversary and so on. Even in work anniversary, it is Memento for one-year completion, Spin the wheel and win the gift for three years of completion and memento and Xiaomi product for five year of completion. They used to award their employees with unique awards for their work and achievements.



Business Model:

Xiaomi is following Triathlon Business Model. It is an addition of Hardware (Smart phones, TVs, Routers, Laptops and IoT), New Retail (Mi.com, Mi Homes, Partner retail and Partner e-commerce) and Internet Services (MIUI, Finance, Entertainment and Mi cloud).





Organizational structure:

Xiaomi has mainly six functions, which are Operations, Finance, Business, Counsel, Government Relation and Human Resources. Here they had divided their every designation in levels. The levels start with 12 and ends at 24. There is only one at Level 24, who is an CEO of Xiaomi India, Manu Jain. The other levels and designations are as follow.

Level	Designation
12	Specialist
13	Specialist
14	Senior Specialist
15	Assistant Manager
16	Manager
17	Senior Manager
18	Assistant Director
19	Director
20	Senior Director
21	General Manager of Department

So, when I mentioned specialist, there will be specialist form all the departments under the level 12 & 13. Further it has been divided as per their experience.



Part B: Project work

MiLES Learning Academy:

In Xiaomi Learning and Development department is called as MiLES Learning Academy. This Academy works on the basis of TNI (Training need identification) data and training need identified by the managers.



Members of this academy are: Me, Amrita Chattaraj (intern), JayaSurya Maruturi (Management trainee) and Rohit Malik (senior manager). Our main objective is to enhance the skills of our people basis the competency framework and build a culture of continuous learning through different tools, resources and methodologies in order to ensure success for each individual and organization.

Major Task:

The process of Imparting training:

The whole process has been described in below given flow chart.





First step is training need identification. So here, reporting manager and senior managers identify the training needs among their subordinates. It could be between zero to three maximums. So, this TNI process happens every year and at the end of the identification, they pass this data to the L&D department. Here our work starts, first we analyze that data, sort it and make it easier to work upon. After analyzing the data, we need to make a list of training we want to happen on earlier bases.

Second step is to contact appropriate vendor. Generally, in Xiaomi they are focusing on three types of trainings, which are technical, functional and behavioral trainings. Xiaomi has already made contract with some vendors for the trainings. So, here some of them could conduct all types of training (technical, behavioral and functional), while some of them could not. So, as per the requirement, we check the vendor details and contact them. Here, we share the training needs and our target audience so accordingly they share us the modules, their pre and post assessment methods and so on.

In last some time, with the purpose of exposure and increase the availability of options, we had started contacting new vendors as well. In such meetings, we share them about Xiaomi and MiLES Academy and the way we work and then they also explain us how their company works, which types of training they could conduct, which other facilities and functions they could provide, their expert trainers' details and so on.

Third step is to Analyze the data. After getting details from the vendors, we are supports to analyze them, are the modules as per our requirements, are they ready to modify the modules, are the duration and dates convenience for us and so on. We used to compare the modules details, trainer details and try to find the better option.

Forth step is to Finalize the training. After finding the best option, we are supports to make calendar with training names, modules, dates and days, duration, vendor name, trainer name and so on. Then we need approval from the HR Head, later we work on creating calendar (like poster), which has details of all trainings we are going to conduct in the month. Once he approved it, we send confirmation mail to the vendors.



Fifth step is to inform employees. We used to make groups in Miwork (application for Xiaomi employees) and inform employees about the training. Then we send them invites through the outlooks. Here trainees are required to send confirmation from their side. Generally, we inform them enough time ago, so they could inform their reporting managers and plan their work accordingly. We share it with whole HR team and HRBPs specially. So, if they want any of their employees to join this training, they could nominate them and in fact in some trainings, employees could nominate themselves for the trainings.

Sixth step is the Focus group discussion. This means to arrange one meeting with trainer and trainees before some days of training. Here trainer would have conversation with trainees. Trainer would ask trainees about their expectations from the program, what makes them take this training (the situation, the issues or anything), how they expect this training to help them in their day to day life and so on. Once when I had attended this session, I feel this could really help both, trainer and trainees. Trainer could plan their session as per the audience's expectation and trainee could get what they are looking for. This is good way to make training more effective.

Seventh step is pre-assessment. In vendor connect meetings, we always make clear that we expect them to take pre and post assessment. So, that could help us understand the effectiveness of the training. I have seen different types of assessment methods coming from the trainers. Some share the google sheet link for assessment while some share sort of game type forms and so on.

Eighth step is training. On the day of training, we all are supports to remind trainees to join the session on time, make sure all the trainees are joining, solve the glitches they are facing and so on. We are supports to take notes, take attendance and help trainer and trainees whenever they need.

Ninth step is to take post assessment and feedbacks from the trainees. As mentioned earlier, it is trainer's responsibility to take post assessment. We could explain them which kinds of assessment we are expecting and then they prepare their own structure. It is mandatory for



every employee to give post assessment and it is our duty to note the results. Next, we share the feedback links with them. In feedback forms, they will receive link where they could rate the session, give their feedbacks and suggestions for the upcoming sessions or trainings.

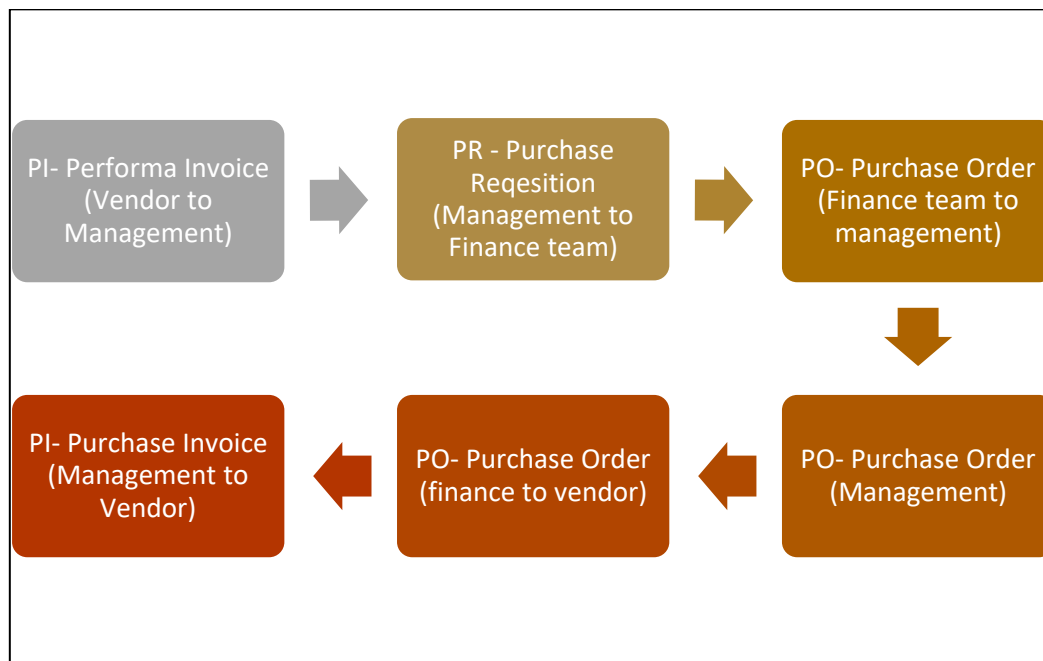
After each session, we are responsible to make summary of the training and share with the HR Head. And after completion of whole training, we are asked to create 3Ps, which are the Progress of the training, Problems faced during the training and Plan of the next week/ next training program.

We, as a team has prepared timelines for whole process that we follow for every training. The **timelines** are,

- **-15 Days:** invites for programs to roll out
- **-7 Days onwards:** start tracking the invite acceptance (edit Masterfile include column for invite acceptance, YES/NO)
- **-7 Days onwards:** Focus group discussion
- **-3 Days:** Groups are created for each training ***
- **-1 Day:** Reminder with the headings of 'hope you are excited...' ***
- **On the day of the program, 1 hour before:** we send the top up mail on the email invite with the link to join ***
- **15-20 min after the program starts:** we send the mail to participants who accepted the invite but didn't join the session yet.... With the header: WE DON'T SEE YOU YET. ***
- **5 min before the session ends:** share the feedback form link in chat box
- **Share feedback form** in Miwork group. We want 50% capture in feedback. ***
- **After the completion of whole training:** Take verbal feedbacks from 5 to 6 participants.

Here, wherever there is ***, it means there we create one structure of message for all trainings. The tone of this message varies as per the steps, for example in the beginning steps, it will be little casual and polite, at the training day, when trainee didn't join the training, the message will sound little strict and mandatory.

Payment process work in align with this process. Here I learned whole payment process for trainings. It starts with vendor sending PI (Performa Invoice) to the management. This is the possible bill or the amount for the training. So, after finalizing the training, management share this with finance team and then it becomes PR (Purchase Request). Later, finance team generate PO (Purchase Order) and send it to the management. PO is one kind of money, whoever has this PO, they could say that they have that much of money. After this, management share this PO with the vendors. Which means vendor received their payment. In return they share PI (Purchase Invoice) with management, which is the payment receipt of the training. This process could be well described in given flow chart:



Bifurcation of Training methodologies:

1. Competency based Capability Building:

Competency based Capability Building is to provide training on the basis of TNI data. We sort it on the basis of maximum and minimum required trainings. After prioritizing the training needs, we identify first four training programs. In **each month**, MiLES Academy provides **four competency based capability building trainings**. So, after this, we sort them



as per the employee levels and then follow the training process.

Things to take care in the process:

- The target audience should not exceed 25 for technical training and 30 for functional and behavioral
- The training has to be in second half of the day
- The duration should not exceed three hours per day
- Prefer Tuesday, Wednesday and Thursday for business trainings
- Club the levels but try to avoid clubbing senior designations with specialist designations, etc.
- Try to involve as much vendor as possible instead of choosing one vendor for four trainings.

In these two months of internship, we had conducted eight trainings on various topics and for different level of employees. Some of them were functional, some of them were technical and rest of them were behavioral. Majorly every training went well and as per the plans. There is some sort of problems we faced, which were, last moment drop off from trainees, sometimes technical issues (screen sharing, trainer is not familiar with the software and so on.), sometimes it became difficult to finalize the dates, etc.

2. MT Programs (Management Trainee's Programs):

In Xiaomi, every year they arrange one training for this management trainee team each month. So, basically overall twelve trainings. They had finalized these topics for them and it will be same for every year. The topics will be like stress management, Executive presence and so on. This training would be one day training and the duration would be two to three hours.

Due to pandemic some of the trainings for 2020 were left. So, we needed to use the data, given by HRBPs. We connected with vendor with whom Xiaomi has contract for this MT trainings. We took all required data like tentative dates, modules, trainer details and so on. After finalizing the modules, we sent invites to all management trainees.



Along with that, we conducted trainings for 2021 batch. There were huge number of audience so we divided them into two and conducted two trainings on the same topics.

Things to take care in this process:

- Trainee needs to know about this training on prior basis
- These trainings could be on Saturday and Sunday.
- The modules have to be as we had decided.
- If the target audience is too big, then divide it in two

These trainings are compulsory for the team.

3. Function Specific Training:

Functional training happens when any function convey that they need training for their employees. Function informs specifically which training they want and who are their target audience. After that, we would need to know their expectation from the training. We contact vendors and ask for the modules. Then in this training, final call for the modules and course outline would be from function's side. So, if they want any modification, trainer needs to modify it.

The next step would be the same, to inform trainees and their reporting managers and so on. Here, once again the timelines would be same. The duration and days could be as per the demand of the function.

In these two months of internship, majorly we had conducted two function specific trainings. One was for Quality Team and another one was for IT Team.

4. Mandatory Training Programs – COC, POSH, BCP, etc.

POSH: This is mandatory training for all employees. So, here we were given whole data file of new joiners from 2020. They had already trained new joiners till August 2020. So, we were supports to track and sort the data of new joiner employees, contract worker and interns who had join between September 2020 to June 2021.



After sorting the next step was to make group of 40-50 employees as per their levels. So here as per the data, we had made around 8 groups, which means 8 POSH trainings. The next step was to create calendar for the same. This training needs around 2 to 2.5 hours and one day only. So, they wanted to cover this whole training in July month only. We were asked to take Tuesday, Wednesday and Thursday. After creating calendar and groups, we passed it to Senior managers and wait for their approval. This training will be taken by HRBPs, who had already taken such trainings and now who are ready to provide training. This is also one of the plans of Xiaomi, they want to create their own trainers in the company.

COC: Code of Conduct is also mandatory training, as it is important that employees are aware about the company's policy. In Xiaomi, they had created video training lecture for COC, and it is mandatory for every new joiner, even for interns to watch that video and give the exam. This exam has multiple choices questions and it is mandatory to get minimum 80% result. New joiners have to pass this exam in fifteen days after the induction.

BCP: Business Continuity Planning is also mandatory training. So, when the country hit by the pandemic and lockdowns, companies had started turning into work from home situation. So here, this planning and all the required trainings for this planning will come under this thing.

5. HR Specific Capability Building:

MiLES Academy was planning to provide training series to HR department. So, for the same purpose, we were asked to make a list of target audience, possible trainings and so on. Then we conduct meetings with vendors and ask them to modify modules for HR team. We had gone through the past training data and make a list of employees who had already attended the trainings. And later we had started making calendar for the same.

6. Online Courses:

MiLES Academy has started to provide online courses for some trainings. Last month, there were few employees from PHP team required some kind of training. They were able to get this training from the Udemy, so MiLES has approved their trainings. Earlier also, they had



approved some courses. The reason behind it is that if only few people need some training, online courses would be better than whole trainings. After getting approval, trainees can buy their course on their own and at the end, they are supports to share their completion certificate with us, then only he or she will get reimbursement for the same. This reimbursement would be open for them for six months from the approval. We are supports to keep track of this courses and the progress of the trainees, like when they purchase the courses, when they complete it and then we help them in reimbursement process. Now we are also looking for other available options for such trainings. We were asked to do research and make a list of available options and their functions.

Other Deliverables:

Measuring the ROI and Training Effectiveness:

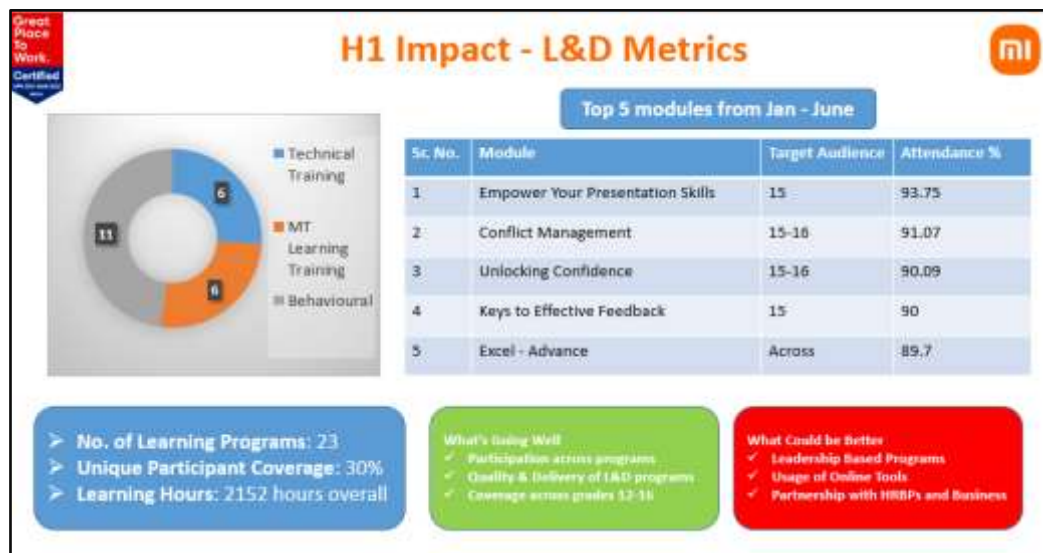
It is very important to check whether we could see the training result or on. Which means are the employees able to implement their learnings from the training in their day to day roles and if yes then how effective the results are. So, in last some months, we had started measuring the return of investment and training effectiveness with the multiple tools and sometimes with the help of vendors.

LMS platform for the company:

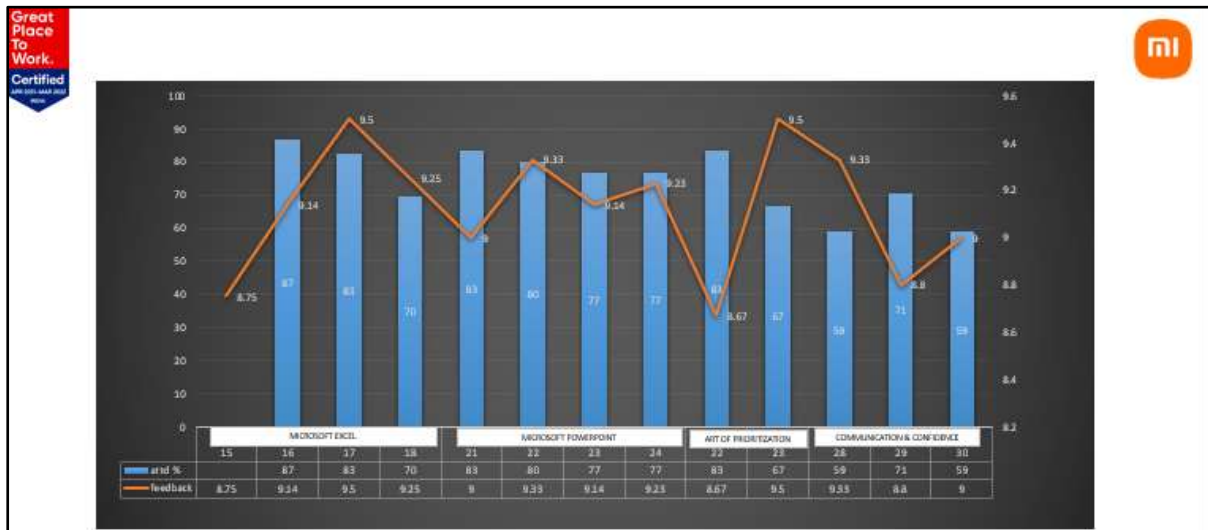
Xiaomi is planning to get their own LMS platform. So, we were given data of three LMS platforms they had filter and to find some other options too. We were asked to identify the required functions, with reasons and make a sheet with them and compare them with all the available options of LMSs. We made a list of important features like – modification, assessment Centre, certification, interface complexity, track user activity for the team and many more. Then as we were more positive about Abode LMS platform, we had taken one session with them. They had informed us how their LMS works, which functions it has and how much of them they could modify as per the requirements.

HR Review:

In Xiaomi, in every six months, they have HR review. It is where HR head will come and take updates from whole HR team and different sub department of the team. Here he would ask and give suggestions or area of improvements. Sub department were like talent acquisition, campus engagement and so on. L&D department is one of them. So, on the day of review, we were asked to analyze the data from April to June. How much of employee has taken trainings, in which functions and so on. Here is the analyzed data we had prepared.



MiLES – June Metrix



VOICE ON GROUND:

“It’s an interactive session and everyone should keep on their cameras”

“Good training with appropriate media presentation”

KEY INSIGHTS:

- Technical Programs observe higher attendance vs Behavioral Trainings (80% vs 68%)
- **Overall Feedback: 9.15 across June**

ACTIONS TAKEN:

- Course Outline will be reevaluated w.r.t Effective Feedback

Impact plan for L&D programs

What		How	When	Readiness
L1	Reaction	Feedback Form	Immediate - Post session	Behavioral Feedback form Link
L2	Learning	Group Insights from the Facilitator Peer & Self Feedback	Post Each L&D session	WIP: - Group Observation Format
L3	Behavior	Manager Survey Form Self-Assessment Survey	30-45 Days post the program to record shifts in observed behavior	WIP: - Draft questionnaire for managers to rate employees on competencies - Self-Assessment Survey
L4	Results	Competency Based 360° Assessment GPTW / Voice Survey (Trust & Collaboration)	- Post Learning Journey completion - GPTW survey roll-out	WIP: - Pre & Post 360 Degree assessment

In fact, we get chance to be a part of this review meeting. So, we get to know how other functions are showing their data and how they are taking out inferences and so on.



Learnings from the summer internship project:

In Xiaomi, my learning is experiential learning. I was working in specific one department that is L&D and learn most of the roles and flows of this department. I am used to observe and learn from the people around me. So, in these months, I have learned a lot of things from my mentor and my peers, which are as follow,

Mentor Learning:

As mentioned earlier, I have got three mentors on different time and I learned different things from all of them. Here I also learned about the same qualities a mentor could own.

In the beginning, we had meet with the HR Head, **Mr. Varun**, I still remember how casually he had started the meet and make all four of us (new HR interns) **confirmable**. Then he asked us in which function we want to work. So, when I said, I have done some sort of work in talent acquisition already so now I would like to explore new function, without any questions or comments, he had offered me another two functions, L&D and performance management. At that moment, there were no employee working in L&D, but still he had not force anyone to join specific functions. I leaned this from him, that **if anyone is interested in one function, they will do their best and the outcomes would be amazing**, while on the other side, if one is not interested in his or her work. The outcomes may not be as per the expectations.

After joining L&D department, **Mr. Bhavesh** has become our mentor. He was juggling between two roles, yet he has always **guide us whenever we need**. Every alternate day, he used to ask us how are we and is everything okay at home and all. So, this is what I learn from him, **how to take care of your subordinates and support them**. We used to have one meet with him each day for the updates, so wherever he feels, **he taught us an easy way and smart way to do the same work**. He has always been **patience** person, no matter how much we ask them our queries.



After a month, **Mr. Rohit Malik** has joined the company with the position of senior manager of L&D department. If I talk about his personality, he is very **enthusiastic** person. I have learn a lot of things from him like he **always keep checking the other options and opportunities** like connect with other vendors, meet them and know how they work, find other better way for assessment and how we can create assessment for different level rather than stereotypes for all and then he always keep looking which more different types of training Xiaomi can adopt and so on. So, here I learned how to keep finding new options, **keep training them and find the better and better** for the company is important.

Then whenever we had meet with outside people, or new vendors, he always introduce the team first and he always **consider our work and appreciate it**. Every week he plans one to one meet with all three of us, and here he asks whether we are learning and growing or not, is there anything else we want to learn and so on. In every one to one meeting, **he ask us one skill we want to develop**, this skill could be anything, it is not important to connect that with work and academy and when we say our skills, he give us modules and sometimes if there is going to be any training for that topic, he would ask us to join the training as trainee. Later **he also told up one skill that we should develop** and ask us to take courses from Udemy or other online platforms for the same. This shows that how **he considers their subordinates and also how he takes care of their growth as well**.

Before he joined, we used to conduct trainings, and we had drafted one mail which we use to inform employee about their training, so once he joined, he checked the drafts and taught us how it is important to make employee feel welcome. On other day, he didn't like the assessment structure of vendor so instead of begin direct he had changed his words and explain them that how we could do better. So, he taught **how to convey the message in polite and conventional way**.

He has started the trend to have **one team meeting every day**. In this meet, we discuss our pending works, added new tasks and he **divide the work** among us. He made us started **keeping track of the task everyday** so we don't miss any.

Along with that, I learn a lot from his **keep learning attitude** and **empathetic** personality. Even after achieving this much, he always like to be a part of trainings and learn more and more. In fact, he always asks us if we want to be a part of any training. Once I faced some



medical emergency in my family and at the same time there were some urgent work to complete in Xiaomi, he was very supportive, he said take care of the situation at home, your work will be taken care by any of them. So, this is how he is empathetic and **supportive** mentor.

Peer Learning:

As I mentioned earlier about the team, apart from the senior manager I had worked with Ms. Amrita (who is also an intern) for two months and Mr. JayaSurya (Management trainee employee) for one last month. in this span of time, I have learned a lot of things from both of them.

Ms. Amrita is **hard working** person and **good team player**. I appreciate how easily she **adopt new technologies and function** our department brings and that motivates me as well. Whenever we face any issues, we reach out to each other and I feel she is good **problem solver**. I also learned **business language** she uses in **formal communication with vendors or employees** sometimes.

Mr. JayaSurya is taking care of creatives and sending invites. I learned **creativity** from him. One more thing I learn from is his **helping nature**, whenever he got free from his task, he used to ask us if we need any help from his end. So, these is what I learned from them.

Over all Learnings:

This two month of internship project has helped me develop my soft skills, enhanced my knowledge and gave me good experience of professional work. Here, I mentioned my learnings excluding above mentioned learnings.

- Get to know how L&D department works
- How to conduct effective and successful training
- Learned new functions of Excel in the process of sorting the data and make the



process easier

- Analysis of the data
- Application of theory in practical experience (as we had the T&D subject in last term, it was easier to use those concepts.)
- How to be clear and specific in details with vendors
- Importance of having written confirmations for any training or any decision.
- How to prioritize the work and complete them before time.
- Multitasking becomes mandatory sometimes.
- How it is important to learn from the mistake and never repeat them
- Update the data regularly, so on.

After two months of working in L&D department, I feel like I got good experience on every parts of training process and every other task. Overall, it was great learning experience.

Annexure:

Certificate of completion: Yet to Received

July Training Calendar:

JULY '21 LEARNING CALENDAR

CAPABILITY BUILDING TRAININGS

- ★ **MICROSOFT EXCEL BASIC**
(Master essential Excel skills)
> Date: 13-15 July
> Time: 1430-1700 hrs
> Eligibility - L13 - L14
- ★ **NEGOTIATION & INFLUENCING**
(Learn Persuasion skills to drive results across stakeholders)
> Date: 13-15 July
> Time: 1430-1700 hrs
> Eligibility - L15 - L17
- ★ **STRUCTURED PROBLEM SOLVING**
("Thinking Skill" used to address complex challenges for business)
> Date: 20-22 July
> Time: 1430-1700 hrs
> Eligibility - L14
- ★ **BUILDING HIGH PERFORMANCE TEAMS**
(Learn to create the structure needed to set your team up for success)
> Date: 14-15 July & 20th July
> Time: 1430-1700 hrs
> Eligibility - L16 (People Managers)

MANAGEMENT TRAINEE PROGRAMS

- ★ **STRESS MANAGEMENT**
(Improve everyday functioning with a wide spectrum of mental techniques)
> Date: 19th July
> Time: 1500-1700 hrs
> Batch - MT 2020
- ★ **EXECUTIVE PRESENCE**
(Learn to 'Read the Room' and project confidence in a business setting)
> Date: 12th July
> Time: 1400-1630 hrs
> Batch 1- MT 2021
> Date: 22nd July
> Time: 1400-1630 hrs
> Batch 2- MT 2021
- ★ **POSH TRAINING FOR NEW XIAOMINIONS**
> Date: 16th & 23rd July

FUNCTION SPECIFIC TRAININGS

- ★ **5G MODULE**
(5G Technical Fundamentals covering the next major phase of wireless and mobile telecommunications standards)
> Team: Quality
- ★ **DIGITAL PRODUCT MANAGEMENT**
(Master the fundamentals that create great teams and products)
> Team: IT

PLEASE REACH OUT TO INDIA-MILES@XIAOMI.COM IN CASE OF ANY ASSISTANCE REQUIRED

YOUR LEARNING CREW IS HERE TO HELP! 😊

"IN LEARNING YOU WILL TEACH, AND IN TEACHING YOU WILL LEARN." - PHIL COLLINS