

The MU Process

The MU follows a five-step process in designing and delivering customized educational interventions.

Diagnostic: In this phase, MU seeks to understand the learning requirement both from the organization's business perspective and the learner's competency development perspective. This enables the resultant learning intervention to be tightly aligned to the business and individual needs. This stage is conducted through a combination of interactions with the senior leadership, HR and sample participants of the client organization and through perusal of relevant organization documents. The step culminates in a document outlining the key requirements of the organization.

Design: In the design phase, MU develops the programme outline to meet the requirement identified in step one above, in terms of the modules to be covered and indicative topics within each of the modules.

Customization: Subsequent to the finalization of the design, the MU team interacts with subject matter experts from the client organization to customize the programme to address the specific requirements of the organization. Customization aspects include which topics to be covered and corresponding level of detail, case studies and examples used, nature of Application Projects to be considered and other .

In certain instances, Design & Customization could be done simultaneously, in consultation with the client organization.

Delivery: This is the actual programme phase, the in-classroom experience.

Project Implementation Support and Guidance: This includes review of live projects Identified as part of the intervention, at pre-determined periodical intervals, and providing guidance/mentoring support for implementation, as mutually agreed.

Diagnostic Study

In order to design the programme, MU would first conduct a diagnostic study with client organisation to gather sufficient inputs so that the business and organizational challenges are identified, key issues are uncovered and the appropriate learning solution is designed.

Based on the diagnostic study, MU will design the programme to suit requirements of the client. The contents will be highly contextual to environment in which the organization operates, the challenges it faces and its vision for the future.

The diagnostic study will also include an investigation into the learning habits, attitudes and behaviours of the learner group – this is required to ensure that the learning intervention incorporates the appropriate learning methodologies and formats.

For the diagnostic study, the MU team will hold in-depth discussions with the senior leadership team and with select members of the target audience to unearth perspectives, needs, expectations and gaps. The discussions would be held in person, and where required, through teleconferencing.

Before and during the diagnostic study, MU would like to study the following information:

- **Business details**
 - Organization details
 - History, location, size, etc.
 - Financial details
 - Current & Future
 - Business model
 - Market / Customer Segments and the Service Offerings
 - Business system configuration in terms of activities, value chain
 - Organization structure, job profiles, capability requirements to manage business configuration
 - The drivers of your performance in the past and future
 - Competitive advantages
 - Strategic challenges/ priorities – organizational and cultural
 - Strategic HR and consulting interventions conducted in the organization till now for this learner group

The Diagnostic Study Report will outline the following.

- Need for the programme and deliverables
- Learning objectives for the programme
- Programme design, contents and pedagogy details
- Programme duration
- Execution timeline

Alternatively, MU would use the leaning needs or subjects identified internally by L&D or Business team as the base and validate the same, for arriving at suitable learning interventions to meet the desired objectives out of this strategic learning intervention.