

**Internship Report On**  
**Enhancing Organizational Effectiveness through Strategic Training**  
**and Development at "Consulting and Research Gateway"**

By  
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ID: 20264011

An internship report submitted to the BRAC Business School in partial  
fulfillment of the requirements for the degree of  
Master of Business Administration (MBA)

Masters of Business Administration

BRAC University

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## **Declaration**

It is hereby declared that:

- ❖ I have prepared the entire report from my own work experience while completing my degree at BRAC University.
- ❖ The report doesn't contain material recently distributed or composed by an outsider, with the exception of where this is appropriately described to through full and accurate refer to.
- ❖ The report doesn't contain material which has been acknowledged, or submitted, for some other degree or certificate at a university or other institution.
- ❖ I have recognized all primary sources of help.

**Student's Full Name & Signature:**

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**Asma Ahmed Liza**

**Supervisor's Full Name & Signature:**

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**Md. Mizanur Rahman, PhD**

**Associate Professor**

**BRAC Business School**

**BRAC University**

## Letter of Transmittal

Md. Mizanur Rahman, PhD

Associate Professor

BRAC Business School

BRAC University

Kha 224, Bir Uttam Rafiqul Islam Ave, Dhaka 1212

**Subject: Submission of Internship Report.**

Dear Sir,

I am delighted to provide the internship report on Consulting and Research Gateway. This report is an outcome of the MBA program I successfully finished. I am delighted to announce the successful completion of my internship and to offer this report detailing the analysis I conducted over the duration of the program. I'm extremely appreciative to you for offering me a chance to impress my abilities through this report analysis. I will also get the opportunity to engage in practical work, which has enhanced my experience.

It would be really kind of you to evaluate my report and provide further suggestions to enhance my explanation.

Sincerely yours,

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Asma Ahmed Liza

ID: 20264011

BRAC Business School

BRAC University

## **Acknowledgment**

Worthy I consideration of the internship program in the MBA curriculum at BRAC University since it outfitted me with the opportunity to get practical work understanding and use my academic knowledge in a professional setting. I am very much grateful and wish to spread my gratitude to Md. Mizanur Rahman, PhD, Associate Professor, my internship supervisor, for supervising and giving direction during my internship, especially in the writing of this report. I like to extend my heartfelt appreciation to Consulting and Research Gateway (CnRG) in support of giving me the internship chance at their organization. I might want to communicate my sincere appreciation to Md. Ashraful Islam, Assistant Manager of CnRG, for supervising and as long as all of the resources I required to finish this writing. I furthermore need to show my appreciation to all the staff people who maintained me with my internship by dependably giving me the assistance I expected to play out my regular work and helping me with developing my practical information and data. To wrap things up, I might want to thank my loved ones for their help and backing all through the composition of this report.

## **Executive Summary**

Consulting and Research Gateway is an HR consultancy and research organization where company propose strategic advice services to its customers. The internship report analyzes the organization's human resource procedures, precisely focusing on training and development programs.

The report assesses the current training and development programs of CnRG, pinpointing regions that require enhancement. It highlights the need for an all the more all-encompassing and key technique to train employees to all the more successfully synchronize with the organization's aims and goals.

The report recommends many measures to improve organizational proficiency through training and development. The tasks enveloped in this list are: finishing a thorough investigation of training necessities, making an efficient training plan, executing instructional meetings that emphasis on functional abilities, and setting up a component to quantify the viability of training drives.

The internship report demonstrates that the execution of these strategic training and development programs can enhance employee capacities, support efficiency, and at last improve overall organizational adequacy for CnRG. The recommendations offer a strategic plan for the corporation to advancement its human resource tasks and achieve its business objectives.

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# Chapter 1

## Overview of Internship

### 1.1 Student Information

**Name:** Asma Ahmed Liza

**ID:** 20264011

**Program:** MBA

**Major:** Human Resource Management (HRM)

### 1.2 Internship Information

#### 1.2.1 Period

1st January 2023 to 31st March 2023

**Company Name:** Consulting and Research Gateway (CnRG)

**Department:** Human Resource Management

**Address:** Uttara Tower (4<sup>th</sup> floor), Plot#1, Sector-3, Jashim Uddin Avenue, Uttara C/A, Dhaka.

#### 1.2.2 Internship Company Supervisor Information

Name: Md. Ashraful Islam, Assistant Manager

### **1.2.3 Job Scope**

#### **Job Description**

- Be present at various meetings and training programs, and documentation of the meetings minute
- Planning training manual for various organization training
- Papers checking and correcting
- Participate in organizing company events and careers days
- Handle administrative tasks
- Offer support in employee relations.

### **1.3 Internship Outcomes**

#### **1.3.1 Student's Contribution to the Company**

As an intern, I saw myself as an integral member of the organizational team and made contributions to the best of my abilities. Despite my relative lack of experience compared to other employees, I always endeavored to perform at my best in every given duty. I consistently sought assistance from my supervisor or other coworkers if I encountered any challenges during job execution. I consistently made myself accessible to contribute to the team, whether it be via online or offline means. I am certain that the work I accomplished throughout my internship term was satisfactory and I anticipate that it had a favorable impact.

#### **1.3.2 Benefits to the Student**

The primary advantage I gained was the exceptional coincidental to collaborate by an outstanding team. Upon the completion of my MBA studies with a specialty in HR, I had firsthand experience in the actual application of theoretical concepts in the industry. This transition from academics to the HR professional sector was a crucial and necessary step for me. I acquired knowledge on the procedure of doing an HR Audit, its significance to a firm, and the distinctions it holds from other accounting audits. Throughout the course of these 3 months, my supervisor proved to be an exceptional mentor who gave invaluable guidance. Additionally, he engaged in discussions on my future goals after the internship and shared some enduringly beneficial advice.

### **1.3.3 Problems faced during the Internship Period**

Engaging with CnRG was an extremely new encounter for me, and a significant challenge I encountered was my apprehension about embracing the change. I was unprepared for the nature of the jobs I would be allocated and uncertain about my ability to finish them within the given timeframe. Fortunately, I had the privilege of collaborating with a very accommodating and encouraging staff, who always provided clear instructions prior to giving me tasks. Another challenge I encountered was juggling four academic classes while still completing an internship assignment. Thus, while it was challenging, I acquired knowledge in time management, particularly in the art of multitasking.

### **1.3.4 Recommendations on Future Internships**

CnRG, a recently established firm in 2021, has been doing very well. Their advancement is praiseworthy. I have a few recommendations that I would want to share with the firm.

- ✓ The firm has the ability to augment its workforce. I saw a discrepancy between the number of workers and the volume of projects they have been getting.
- ✓ The work atmosphere is really amicable and adaptable, a quality that I deeply value. This culture may be expanded to provide further educational possibilities.
- ✓ CnRG has the potential to cooperate with OCSAR at BRAC University, so enabling a larger number of students to become aware of these exceptional prospects.

# Chapter 2

## Organization Part

### 2.1 Organizational Background



Our company Consulting & Research Gateway (CnRG) started their operations in January 2021 and has since secured itself as a special consultancy, giving strategic management advice and solution to financial, energy, business services, consumer product organizations. CnRG helps organizations in improving their effectiveness by applying prevalent task the executives, human resource management, and improvement techniques. CnRG focuses on enhancing effectiveness by targeting organizational development activities and analyzing supplier chains.

Although HR is the main focus of CnRG's knowledge, the company also demonstrates exceptional proficiency in specific training, administrative reform, HR strategy progress, compensation assembly/reform using competitive investigation, improving supply chain efficiency, evaluating staffing processes, implementing performance management systems, and providing additional administration and managerial support services. CnRG facilitates the development of new enterprises as well as the restructuring of existing ones.

**2.2 Overview of the Company**

**Mission**

*“Our mission is to provide you coaching programs which will allow you to work for fewer hours, and make more money, to attract and retain quality for high-paying customers, help with time management, hone sharp leadership skills to manage team, cut expenses without scarifying quality, and automate businesses.”*

**2.3 Management Practices at CnRG**

The management team of CnRG may be categorized according to Table 1, which displays the various positions held by the team members. It illustrates the organizational structure and the hierarchical system it adheres to:

Top Management	Chief Executive Officers (CEO) Board of Directors (BOD) Managing Directors (MD)
Mid-Level Management	Manager Associate Manager
Junior Level Management	Junior Officer Trainee Assistant

***Figure 1: Management Practices at CnRG***

## 2.4 Marketing Practices

- **Marketing Strategy:**

The principles that govern marketing for any other sort of company also apply to consulting firms. Customers are cultivated, engaged, and provided with value using CnRG procedures, that remain too used to oversee client affairs in a manner that is advantageous to the organization and its investors. CnRG aims to enhance its marketplace by bolstering brand awareness, evaluating the efficacy of its marketing endeavors, developing novel services in response to client wants, gathering customer feedback, and using marketing technologies. CnRG is dedicated to developing its reliability, consultant, and belief in the extensive path.

- **Target Customer & Approach:**

CnRG treats each customer's business with the same level of care and attention as if it were our own. A consulting firm should include more than simply providing recommendations. In order to optimize the potential of our clients' companies, CnRG adopts a customer-centric approach by empathizing with their perspective, aligning our motivations with their objectives, and collaborating closely. These builds enduring and satisfying relationships. An optimal approach is necessary to get the desired outcome. CnRG has a strategy that involves incorporating its external knowledge into the inside operations of the company. They understand that with the intention of maximize the business's chances of achievement, it is necessary to customize expert advice to align with the business practices. This allows CnRG to cultivate strong relationships with its customers.

- **Marketing Channels:**

CnRG mostly use its internet site as its main promotion outlets. The homepage of CnRG's site is designed with customized language, structure, images, menus, and content to cater to its specific target demographic. Another frequently utilized medium is via a Facebook page, where they give examples or contextual investigations that explicitly focus on specific qualities of the audience. They frequently give social media updates that give detailed data or interface with different concerns on various events. CnRG gives clients promptly available email addresses and phone connections for easy communication.

## **2.5 Products/ Services:**

CnRG experiences daily growth due to the unwavering trust our customers have in us. We include a wide range of businesses including finance, energy, business services, and consumer items. The key factor for our success is in our exceptional ability to seamlessly integrate with our clients. A common grievance about consultants is their potential for causing disruption. Employees have apprehensions about the potential disruption of workflow caused by external consultants. Our clientele does not have any such problems.



*Figure 2: Overall Support of CnRG*

*Source: Consulting & Research Gateway-CnRG / LinkedIn. (2015).*



Through its consulting division, CnRG provides the following services:

 **Human Resources Management (HRM):**

CnRG is a far reaching HRM supplier that helps organizations of all scales in figuring out and executing their HR frameworks, strategies, and systems. Organizations seeking to establish an HR policy for their employees use the services of CnRG to get a comprehensive policy that takes into account various HR legal requirements. This policy also provides extensive procedural instructions to assist in the management of both regular and occasional HR-related tasks and concerns. In addition, CnRG conducts job evaluations, enhances job descriptions, and specializations work roles. Clients with established policies and processes, who are both big and geographically distributed, may sometimes need to conduct audits on their human resource management systems to ensure compliance with set standards. These customers include large multinational firms (MNCs) that have head offices in other countries. They need a third-party inspector to ensure that their HR structures and procedures are in compliance.

 **Services for Cranium Anthology through Networks (SCAN):**

Both companies in search of top-tier applicants for employment and job seekers in search of the most desirable workplaces might get advantages from CnRG's SCAN. SCAN provides comprehensive support to its clients throughout the executive-search process by using the expertise of highly skilled and experienced HR professionals. These experts are well-connected to a vast global network, ensuring utmost confidentiality. Organizations are progressively outsourcing their employing cycles to third parties, as they find it more cost-effective to appoint the whole recruitment process, including job designing, preparing job descriptions, posting advertisements, getting applications, selecting candidates, managing communication, and controlling tests or interviews.

 **Training Resources & You (TRY):**

TRY (Training Resources & You) is a comprehensive HR development support provider that helps organizations of all sizes in formulating and executing their training programs. Let us explore several approaches through which we support our customers, since the term "outdoors" may include a range of interpretations: Employers seeking to conduct HR Development Needs Analysis for their employees may reach out to the TRY service of CnRG to get impartial and dedicated expert guidance on areas that need training or development. Customers seeking the development

of many training brochures or e-learning developments use the services of TRY as a specialist to work alongside the organization's own team members in order to successfully accomplish the project. Customers practice TRY as their intermediary once they need one or more tailor-made training sessions or workshops designed and conducted for their employees. Companies often delegate the whole business process of sourcing, selecting, and instructing new personnel to TRY in order to concentrate on their primary operations.

#### **Industrial Relation Services (IRS):**

Management must ensure the absence of unnecessary hazards in the workplace and maintain a safe atmosphere that promotes the physical and emotional well-being of workers. Indeed, accidents may and do occur in many jobs, and their magnitude may be rather surprising. Employers have a moral obligation to provide a work environment that allows workers to do their assigned tasks and minimizes any negative factors that may affect their health and safety. The IRS offers insights and assessments on difficulties related to workforce management. The IRS offers comprehensive assistance in several areas such as training, human resource management, factory pay and profitability, occupational health, security, worker productivity improvement, and labor law. This support is provided via consultations, conferences, and other means. Our services provide unparalleled guidance from leading academics, writers, and speakers in the business. Hence, we assure you that we will provide you with dependable facts to facilitate your decision-making process. Consequently, several large and small enterprises in both the public and commercial sectors use our services to optimize the efficiency of their human resource strategies.

#### **HR Outsourcing (HRO):**

CnRG provides HR outsourcing services to meet a company's overall HR needs, offering a wide variety of comprehensive help for every form of human resource support required. Furthermore, CnRG offers specialist services that focus on areas such as payroll administration, contract recruiting, and customized training. They may choose to either outsource all HR-related tasks to CnRG or selectively hire the company's services, based on their firm's size and desired amount of

control over HR operations. Most of the small to medium-sized organization contract out their HR to our company who has 25-500 employees. This tactical strategy allows these firms to represent HR functions, and as well as permitting them to concentrate on their primary skills.

- **Key Challenges:**

Covid-19 had create a great impact in company's HR procedures, financial losses, erosion of customer, and also shifting needs. In our company we always reevaluate services in order to meet our client's demand. Consistency in keeping a positive and certain disposition is another urgent element that straightforwardly influences the organization's prosperity. Although CnRG specialists have a lot of experience in their field, they face obstacles that prevent them from moving forward.

## **2.6 Operations Management and Information System Practices**

To optimize operations CnRG always utilizes digital IT systems which includes all features, transactions as well as billing procedures.

CnRG aims predictive analytics to enhance operational management and at the same time to increase client procurement by evaluating data and identifying patterns. To utilizes human expertise in operations management CnRG provides essential services. Our leader supervises team performance, to assure optimal functionality. This fusion of technology and human skills enhances their operational efficiency and client engagement.

## **2.7 Summary and Conclusion**

CnRG is a specialist human resource consultant, teams up with many firms to further develop their HR divisions and processes through intensive HR reviews. Their goal is to make these businesses more efficient and competitive in their particular business fields. CnRG looks to address the changing requirements of individuals and the current business climate by interfacing hierarchical goals with everyday activities. This ensures that organizations can actually change and succeed in light of moving economic situations. The firm is focused on improving memorability and assessing the adequacy of its marketing strategies. The organization proactively makes customized services based on client necessities, effectively looks for client input, and coordinates promoting innovation to keep a competitive edge. CnRG has some expertise in human resource outsourcing, giving an exhaustive scope of HR-related services to firms who decide not to have an internal HR division. This solution is particularly worthwhile for firms looking to streamline their activities and focus on their fundamental strengths. CnRG is always enthusiastic to give the best services as well as expanding its services according to the market demand. At the same time CnRG exhibiting an adaptable and versatile way to deal with meeting client prerequisites and industry patterns. The consulting acknowledges the significance of external review in the development of corporate policies and plans. It offers an impartial viewpoint, working with authentic discussions across various offices and uncovering inside issues that may not be clear to internal employees.

Ultimately, by providing customized HR solutions CnRG assumes a key function in the corporate landscape of Bangladesh. And this effectively tackle the different issues and prospects come upon by firms in now a day. CnRG assists organizations with incorporating their organizational goals with functional methodologies, which upgrades their capacity to explore the difficulties of the contemporary work environment. CnRG are always concern about overall growth and also efficiency of the HR function. To promote more dynamic, efficient, and competitive business environment in Bangladesh our company CnRG plays a vital role. And this includes a wide range of services and customer-focused mentality.

## 2.8 Recommendations

CnRG recognizes the need of adapting as well as innovating in order to prosper in today's severely competitive business environment. Our company always wants to expand the brand value to our customer, and we always try to satisfy our clients by changing our services for which we need to use digital marketing, cultivating partnerships, modifying services, and so on.

- ✓ Employ social media and SEO methods to improve online existence and promote brand recognition.
- ✓ Establish connections with nearby enterprises and professional associations in order to broaden the customer network.
- ✓ Provide customized human resources solutions to address the particular requirements of small and medium-sized organizations (SMEs).
- ✓ Implement HR technology solutions to enhance service efficiency and get a competitive edge in the industry.
- ✓ Keep abreast of the most recent HR trends and legislation in order to provide well-informed consultation.
- ✓ Consistently solicit and implement consumer input to enhance services and ensure high levels of customer satisfaction.
- ✓ Contemplate focusing on specific and specialized markets or sectors to establish a distinctive and advantageous position.

## Chapter 3

### Enhancing Organizational effectiveness through Strategic Training and Development at "Consulting and Research Gateway"

#### 3.1 What is Training and Development?

According to *IBM. (2019)* Training and development programs frequently contain of instructive activities which aimed at enlightening an employee's information and growing their ambition for the betterment of the job as well as to improve job performance. These efforts simplify employees in obtaining new skill sets and in advance the professional knowledge that necessary for progressing their careers.

#### 3.2 Analyse and Identify Training Gap

An organized process called a training needs assessment is essential for identifying training gaps in the workplace. This approach includes establishing precise learning goals, identifying necessary skills and information, organizing them by importance, and specifying acceptable competence levels for comparison. Effective communication with workers is crucial for achieving precise self-assessment, highlighting the developmental aspect of the process rather than focusing on performance review. Assessments should be customized for individual work positions and teams, using a well-defined competence scoring system to evaluate employee abilities effectively. Multiple approaches such as questionnaires, exams, practical assignments, and 360-degree evaluations are used to evaluate current skill levels. The data is shown in a skills matrix to show competence levels across the organization and highlight important skill deficiencies. This inclusive approach allows for accurate, effective training involvements which support organizational goals and also this will boost up employee's overall performance. This area should require a proper attention. Input, perceptions, execution standards, and investigation could help with pinpointing staff capacities inadequacies.

### **3.3 Develop Customized Training Programs**

Consulting & Research Gateway (CnRG) provides handmade training programs to deal with the specific requirements of its customers. They use their knowledge in organizational development and grown-up learning concepts to provide systematic solutions. And that promote employee development, improve performance, as well as boost corporate success. This process starts with an evaluation of any organization's objectives, obstacles, and current capacities, investigative areas for focused involvements. CnRG works with partners or stakeholders to understand specific necessities and give appropriate content. They use a range of teaching techniques, that is including interactive workshops, simulations, case studies, role-playing exercises, and e-learning courses, to smooth successful information transmission. CnRG uses continuous feedback and assessment methods. That's help our company to assess progress and modify course material. They provide post-training support services such as coaching sessions and mentorship programs. This helps to strengthen newly learned abilities and encourage long-term behavior change.

### **3.4 Leverage Technology for Training Delivery**

CnRG provide various HR solutions to other companies which include training and development services. To provide efficient training to its clients CnRG uses new technology. Online learning systems are used to provide customers with access to training materials from any location, at any time, and on any device, offering flexibility for those with hectic schedules. They use virtual training resources. This including video conferencing software, virtual whiteboards, and interactive polls to conduct live sessions globally. Using gamification strategies, including focuses, identifications, and lists of competitors, improves training by expanding commitment and interactivity, along these lines motivating clients to remain interested. Data analytics are used to monitor client progress and also evaluate the efficiency of instruction, problem-solving places where consumers could want more assistance and modifying material as they needed. CnRG HR business uses technology to provide an efficient, interactive, and adaptable training solutions to their customers for the betterment of their business solution.

### **3.5 Promote a Culture of Continuous Learning**

CnRG promotes consistent learning through a range of training programs, workshops, and resources, like online courses and in-person meetings. The organization promotes interest, innovativeness, and data dividing between workers, asking them to pursue new ideas, tackle difficult tasks, and connect across capabilities. Employees are encouraged to give criticism and participate in reflection to gain from the both victories and mistakes. By providing promotions, incentives, or other forms of recognition, CnRG recognizes and encourages obligation to learning and development. This technique helps both individual specialists and improves the general exhibition and thoughts of the firm. CnRG participates these standards into their organizational culture to make an environment that promotes and values constant learning.

### **3.6 Evaluate and Adapt Training Programs**

The HR consulting business, Consulting and Research Gateway, uses a calculated procedure to survey and change training programs. This requires an exhaustive necessities appraisal to pinpoint the interesting training prerequisites of the organization, assess the current capacities of employees, and recognize any inadequacies. The company then develops a personalized program that is engaging, interactive, and relevant to the responsibilities of employees. Following the conveyance, a careful evaluation is done to decide its viability by collecting employee feedback, inspecting execution indicators, and surveying the training's influence on the organization's general performance. Based on the results of the assessment, the company adjusts the training program to increase effectiveness by possibly altering the content, delivery strategies, or evaluation methods. This information driven approach ensures that the training programs are productive in satisfying the organization's specific requests and targets.



### **3.7 Methodology**

At Consulting and Research Gateway, the methodology for enhancing organizational effectiveness through strategic training and development includes a methodical approach to identifying, designing, implementing, and evaluating handmade training programs. This procedure is organized into a few key stages:

#### **1. Research Design**

In this report I used thematic analysis which is adopted by qualitative research design. To gain a detailed knowledge of employees' experiences and also the perceptions of training programs this method helps me a lot.

#### **2. Data Collection Methods**

##### **a. Interviews:**

For data collection I took an interview of our senior HR officer, other HR professionals, as well as some employees who are currently doing training at CnRG. I took an in-depth interview via face-to-face and also video call through Zoom or Goole Meet. Around 10-15 participants were present for this interview and this interview last for 20-25 minutes.

##### **b. Focus Groups:**

Employees who have participated in training program session was in small groups. Discussion guides to facilitate conversations about training experiences, challenges faced, and the overall impact on job performance and organizational effectiveness. In a neutral, and non-intimidating environment this FGD was held for 60-90 minutes. And the sample size was 3-4 groups with 6-8 participants each.

#### **3. Sampling Technique**

Purposive sampling to select participants who have relevant experience and insights related to the training programs. Participants will be chosen based on their role, department, and involvement in training programs. This will help to the better understand of the report topic.

#### **4. Data Analysis**

In this report for data analysis purpose, I used thematic analysis which helps to identify, analyze, and report outlines within data. In that case I collect all relevant data for the making of this report purpose. All the verbal information was transcribed by me which was given by the participants and collected from focus group discussions for future better understanding.

When I prepared this report, I maintained all ethical considerations. I took consent from all the participants to ensuring that they are able to understand the research's purpose and also, they have the right to withdraw at any time. I must keep the confidentiality of participants' information. To make the research context adaptable to other settings, I provide in-depth descriptions in my report.

#### **3.8 Findings and Analysis**

As a HR intern at Consulting and Research Gateway (CnRG), I led a research project that analyzed the effect of specific training and development programs on enhancing corporate efficiency. I'm analyzing current training programs to perceive what well they line up with organization objectives and impact employee performance. My goal is to gather insights that will help improve our organization's training initiatives. As per my perceptions I have discovered a few findings and discussing with my supervisor and other colleagues make an analysis.

##### **3.8.1 Effectiveness of Training Programs**

Consulting and Research Gateway (CnRG) has implemented focused training programs that have greatly enhanced staff skills. Work performance has improved and skill shortages have decreased following these treatments, as evidenced by participant feedback and performance assessments. This positive response emphasizes the viability of specialized training in addressing skill deficiencies and improving overall hierarchical efficiency.

### **3.8.2 Alignment with Business Objectives**

CnRG has altogether added to the organization's achievement of its essential business objectives by giving different training programs. The efforts have successfully delivered in a staff that is more productive, resourceful, and consistent with the organization's objectives. Employees have acquired and skills that straightforwardly benefit significant business areas by coordinating the training material and methods with the organization's primary objectives. This has controlled to higher functional productivity, further developed client happiness, and increased innovation. Aligning training activities to business targets has not just empowered the organization to arrive at its objectives however has also made a culture of progressing learning and adaptation, essential for supported achievement.

### **3.8.3 Employee Competency Improvement**

Substantial developments in employees' skills and aptitudes have been perceived by ensuing the outline of intensive training programs at Consulting and Research Gateway. Employees have demonstrated enhanced problem-solving skills, increased technical proficiency relevant to their roles, and improved communication abilities. Their advancement furthermore has been noticeable in their capacity for key reasoning and viable affiliation. Along these lines, these enhancements in limits have accomplished higher individual viability and a firmer and more versatile team atmosphere. Workers' better accessibility than meet work prerequisites and genuinely commit to various leveled objectives makes these training programs viable.

### **3.8.4 Engagement and Motivation**

Consulting and Research Gateway has encouraged higher job fulfilment and commitment, which has subsequently more developed accountability and enthusiasm among supervisors. As a result of this augmented enthusiasm, a more proactive and creative approach to completing work-related tasks is developed. In this manner, the working environment upgrades, helping proficiency and

imaginative endeavors, highlighting the strategic connection between employee development and hierarchical advancement.

### **3.8.5 Adaptation to Learning Methods**

Digital learning systems at Consulting and Research Gateway (CnRG) are especially effective in upgrading standard workshop plans, offering versatility and accessibility adjusted to individual schedules. The adaptability of digital learning, which accommodates a variety of learning styles and enhances overall commitment and capability, is favored by employees. Workshops give face to face interactions and hands-on learning opportunities, engaging interest and practical skill development. This blend of strategies takes extraordinary consideration of different learning preferences and empowers dynamic responsibility, commitment, prompting improved results.

### **3.8.6 Feedback Utilization**

In any kind of work feedback is very vital part. From Consulting and Research Gateway's personnel and management feedback has create a significantly enhanced their training and development procedures. These experiences coordinated to distinguishing key enhancements, for example, customized training courses and improved commitment with viable parts in courses. To fit with particular job tasks and accommodate individual preferences alterations were made to training and this is for pace and instructional methods to better meet employee needs. To get feedback, ensuring relevance, engagement, and efficacy in the face of evolving workplace requirements innovative learning tools and methodologies were implemented.

### **3.8.7 Training Program Relevance**

At Consulting and Research Gateway (CnRG) employees are highly admired the specific position between training material and their everyday work responsibilities. The programs are tailored to address specific tasks and challenges they face at work. In any organization practical circumstances and cooperative activities help to apply new skills and information right away, at the same time improving the learning process also. CnRG's training programs are effective for its

employees in enhancing work performance and operational productivity. And that is emphasizing role-specific skills and integrating current industry movements as well as technology.

### **3.8.9 Technological Advancements**

Consulting and Research Gateway HR firm has enhanced its training and development process by implementing interactive e-learning platforms, including virtual authenticity and also increased realism technologies. And also using data analytics tools to monitor progress and customize learning paths. To improved learning outcomes and efficiency these revolutions are needed.

### **3.8.10 Future Training Needs Forecasting**

Consulting and Research Gateway (CnRG) get various feedback from many more clients. Our training reviews suggest that we should emphasize advanced digital knowledge, aptitude in data analytics, and also adaptable leadership abilities. Organizations are implementation digital transformation and information driven navigation. Our clients expecting that all staffs have more information in new technologies and overwhelming datasets. Leaders need to have more adaptable, and their resourceful perspectives that lead diverse teams through evolutions. In today's global business environment, it is essential to strategically emphasize key capabilities in order to maintain organizational proficiency and adaptability. Organizations could upgrade their ability to overcome future issues by investing resources into continuous learning and development programs.

## **3.9 Discussion of Findings**

Consulting and Research Gateway (CnRG) has shown that custom training programs effectively address skill needs organizations, prompting additionally evolved employee capacity and proficiency. By connecting training programs to strategic company goals, employees were motivated to improve skills that improve operational effectiveness, customer satisfaction, and creative thinking. The organization has fostered a culture of continuous learning and adaptability, which are essential components for long haul achievement. Staff commitment and inspiration have fundamentally expanded, bringing about improved work fulfillment, responsibility, and

proactivity because of these training efforts. By investing into their self-improvement, workers or laborers demonstrate increased job satisfaction, commitment, and a proactive way to deal with their obligations, eventually enhancing working environment dynamics and productivity. CnRG combines at a time digital learning platforms with traditional workshop settings to provide different learning styles, and that resulting in a flexible and engaging learning environment. This combination of methods ensures the most effective involvement and that outcomes from the training programs. Consistent contribution from the both employees and supervisors is critical for refining training procedures to ensure they are applicable, interactive, and fruitful. CnRG recognizes the need of focusing future training on advanced digital literacy, data analytics, and versatile authority to support hierarchical agility in the dynamic global economy.

### **3.10 Summary and Conclusion**

Consulting and Research Gateway (CnRG) company demonstrations that focused training and development programs, which greatly improve organizational efficiency by fixing skill gaps, enhancing employee proficiency, and as well as line up workforce abilities with strategic corporate objectives. Prominent improvements in staff execution and functional efficiency have been accomplished by tailoring these programs via comprehensive evaluations. In our company, we always make an analysis which revealed a close connection between our training efforts and our organization's strategic goals. CnRG employees are now more organized to the growth of productivity, innovation, and obligation to achieving the business's goals and ambitions. The carefully chosen instructional content, which incorporates certifiable circumstances and current market patterns, has straightforwardly added to working on functional effectiveness, expanding client satisfaction, and encouraging an inventive culture inside the organization. After that, there has been a significant rise in employee enthusiasm and engagement as a result of training interventions. Which featuring the significance of focusing on staff advancement. Therefore, team members have fostered a culture of loyalty, satisfaction, and improvement, prompted a better work

area and extended productivity organizing digital learning stages and cutting edge innovations like virtual reality (VR) and expanded reality (AR) in educational settings has changed the learning environment, offering flexibility and immersive growth opportunities that helpfully influence learning outcomes. Moreover, this criticism from both employees and supervisory staff has been huge in continuously refining the training approach, which guaranteeing its significance and sufficiency. Through this iterative cycle, the educational programs adjust to the firm's and workforce's shifting needs. The report predicts that future training objectives will focus on dominating high level digital skills, experience in information examination, and agile leadership styles. Equipping staff with digital and information-focused skills is vital for sustaining hierarchical execution and competitiveness in the quickly changing business scenery.

In summary, the intensive training and development initiatives that is approved by Consulting and Research Gateway (CnRG) have greatly improved organizational efficiency, addressed skill gaps, and aligned staff competencies with company objectives. The positive results of these efforts feature the need of continuous investment in staff development. CnRG must proactively expect future training needs, priorities digital skills, and leadership qualities to deal with a quick changing professional workplace for manageable benefit and versatility.

### **3.11 Recommendations**

On the basis of my overall observation to improve organizational performance at Consulting and Research Gateway, the below recommendations are proposed based. This is also the outcomes of the strategic training and development analysis:

#### **Ongoing Evaluation of Skills:**

It is vital to have constant skill assessment systems. This helps to monitor and evaluate personnel skills in response to altering technology and market trends, as well as recognizing any skill gaps. By doing this, training programs may remain in touch and more effective.

#### **Enhance Digital Learning Platforms:**

By increase the use of digital learning tools and technologies, such virtual and augmented reality, which provide immersive and interactive training opportunities our company can enhance employee engagement and accommodate to various learning preferences. To improve the efficiency of training programs this method can help and at the same time to increase our demand to a larger range of learners.

#### **Tailored Leadership Development Program:**

CnRG make and execute leadership training initiatives. And this training focus on equipping current and potential leaders with the adaptive and transformational aids. And this skill is necessary to navigate the complications of constantly changing the business landscape.

#### **Promote a Culture that Encourages Ongoing Learning and Development:**

Develop an environment that promotes continuous learning and personal growth by offering motivators to workers who complete the process of training programs and apply their new abilities to their work obligations. The organization shows its commitment to progressing careers and recognizing the need of consistent expert development.

#### **Utilize Data Analytics:**



Use data analytics to assess the influence of training programs on employee performance and organizational results, allowing for data-informed choices about future training investments and modifications.

**🚦 Enhance Feedback Mechanisms:**

Improve the methods for collecting feedback from employees after training to obtain detailed perspectives, which will enable the ongoing enhancement of training materials and delivery techniques.

**Questionaries**

How effective have the training and development programs been in closing the skill gaps identified in the initial needs assessment at Consulting and Research Gateway?
To what degree have the training initiatives contributed to achieving the strategic business objectives of Consulting and Research Gateway?
What improvements in employee competencies and skills have been observed following the implementation of strategic training programs?
How has employee engagement and motivation changed as a result of participating in training and development activities?
Which learning methods (e.g., digital learning platforms, traditional workshops) were most effective in facilitating the learning process, and how did employees adapt to these methods?
How has employee and manager feedback been used to adjust and improve the training and development process?
What correlation exists between employee participation in training programs and their performance metrics?
How relevant have employees found the training content to their day-to-day job functions and responsibilities?

In what ways have technological advancements been leveraged to enhance the training and development process at Consulting and Research Gateway?

Based on the analysis of current training outcomes, what future training needs are anticipated to ensure continued organizational effectiveness and adaptability?

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**Private & Confidential**

Ref.: CnRG/HR/002/23

January 01, 2023

Ms. Asma Ahmed Liza

Dhaka, Bangladesh.

**Subject: Internship Offer Letter**

**Dear Ms. Liza**

We are pleased to confirm your acceptance of an internship with Consulting & Research Gateway (CnRG). Your internship period will be from **January 01, 2023**, to **March 31, 2023**.

You will carry out your duties following the instructions you will receive from the management from time to time. During your internship with us and thereafter, you will keep strict secrecy regarding clients' information and the business of the company. You will not divulge to any person, firm, or company, whosoever, and all confidential description information without first obtaining the management's written permission.

We sincerely welcome you to our team and wish you every success in your career progress with us. We are confident that we will receive your best efforts in the profitable development of our business. If you agree with the aforesaid terms and conditions, please return the duplicate copy of this letter to the undersigned with your signature thereon, signifying your acceptance.

[www.cnrg-bd.com](http://www.cnrg-bd.com) | [info@cnrg-bd.com](mailto:info@cnrg-bd.com)

*Consulting & Research Gateway, Uttara Tower (Level 4), Plot 1, Jashim Uddin Avenue, Sector 3, Uttara CIA, Dhaka 1230, Bangladesh*



Yours faithfully,

for **Consulting & Research Gateway**

A handwritten signature in black ink, appearing to read "Md. Ashraful Islam", is written over a horizontal line.

**Md. Ashraful Islam**

Assistant Manager, HRD & Learning

I have carefully read the above letter and the terms and conditions set out therein, which I have fully understood and hereby accept.

Signature \_\_\_\_\_

Name : Asma Ahmed Liza

Date :