

RELENTLESSLY WORKING FOR THE COMMUNITY

Reflections-A Grassroot Gazette Mirror 7

June 2020

PANACHE

We extend a hearty welcome to **Mr Ganesh Kumar** into our Academy Faculty Team

With prolonged lockdown battering the morale and momentum of the Academy, we had to strive hard to create a niche in our progress. We are roping in newer strategies to exhume maximum productivity. Calling out to the new normalcy, we are trying to blow off the steam by contextually redefining our programs and progress.



Online Certification Program for Sales Officers (SOs) of Belstar:

Academy has curated courses keeping in mind the people who try to balance between gaining knowledge and work. The opportunity to learn is never prejudiced here. Continuous and comprehensive education can help one, stay connected to their line of work.

With the support of the Board of Trustees at the Academy, we are planning to create a platform for the Sales Officers (SOs) of Belstar. As we enter into this venture, we have restructured the course work with additional modules and specified session plans which is now in the process of digitization. This curriculum is curated with more interactive options like animations, slideshows with voice over, video-based contents, storyboards, etc. to ramp up the user experience. We will soon be presenting this course for the benefit of several aspiring SOs.



Training Program on Insurance:

Insurance is a concept that is grossly misunderstood by the vast majority of people in India. We are aware that a majority of the clientele base of Belstar is new to Insurance and needs Insurance literacy. 'Sahasankha Advisory and Consulting Services Private Limited' has entrusted the Academy with development of training manuals and conduction of trainings for all the cadres at Belstar. Completed training materials are shared with Sahasankha and Belstar for review. Subsequently, the Academy will roll out the virtual training sessions on the same.



Training on POSH:

Hand in Hand India works with the mission to empower women and children. And since they form more than one-third of the Hand in Hand India's workforce, ensuring their safety at a workspace is our utmost priority. The Academy presented a specified module on POSH (Prevention of Sexual Harassment at the workplace) Act which could be disseminated via both virtual or physical training programs. The HR team advised all the pillars to include the POSH module as a mandatory part of all the forthcoming induction programs. The Academy is also in discussion with Belstar to curate similar content and training session.

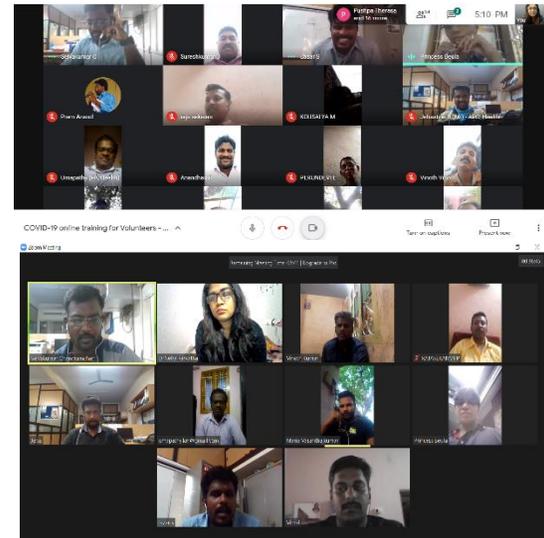


Integration and Support:

Rising to the occasion is something the Academy strongly believes in. Having a healthcare professional as part of our team, we dove in to support Health pillar during this unfortunate times. Our colleague Dr Parvatha extended technical support for the preparation of "TOT module on COVID-19". She shouldered alongside the Health team to conduct online training sessions for the frontline staff and volunteers of the Health and CLEP pillars. She is also the technical support person, part of the crew handling the 24*7 Health Helpline services for COVID-19.

Along with the Health Pillar crew, she is also engaged in extending advisory and Tele counselling for the public who seek clarifications and psychosocial support.

Call Our 24X7
Health Helpline
1800 123 3704
for COVID
related queries



Mobilization of Students for Courses:

Turmoil faced during pandemic can be turned into futuristic opportunities. Rather than cursing over the lockdown-imposed restrictions on movement, we found a way to embark on our goals. We strategized on utilizing social media for Tele-counselling and marketing. Via Tele-counselling we eagerly reached out to all the potential students, until the end of the third lockdown. Cumulatively, we made around 515 calls of which 317 actively responded to our proposition. Culminating all these efforts, 8 students positively indicated on exploring further about the course after consulting with their parents. We also developed a powerful communication message with COVID-19 contextual highlights and reached out to almost 2240 potential students through WhatsApp. The team is now working on crafting out an audio-visual message to strengthen outreach performance.

Learning and Development Activities with Belstar:

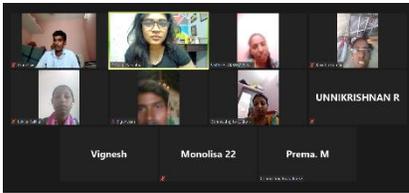
The RBI has ordered all the banks and financial institutions to extend moratorium support to help their clientele, cope up the stress of this catastrophic economy. Given this, MFIN has issued an advisory on Moratorium to assist their clients to make an informed decision. This animated video of the advisory was in Hindi. We translated and dubbed the advisory in Tamil with the support of the communications team. It was also shared with Belstar for broadcast.

Village Level Network (VLN) is a new concept that is being piloted by Belstar. The concept needs seeding amongst the frontline team as well as with the operational cadres. The Academy initiated the task of preparing detailed guidelines on 'Village Level Network' (VLN) so that the staff can get a better understanding of the concept for field practice. Multiple consultations with the field teams was essential to draft out the contents that was enriched with experiential understanding.



Continued Engagement with CPMM 4th Batch Students:

The Academy understands the anxiety of the students due to the extended lockdowns and the subsequent delay in the commencement of their field internship. We keep in touch with them by frequently sharing them with relevant information on microfinance through 'WhatsApp'. Academy also organized multiple online test series on microfinance to keep them on par with professionals. We also conducted a virtual training session on safety protocols that are to be followed on and off the field, about updated government guidelines on COVID 19. Additionally, we facilitated the students to take up an online English test offered by the British Council in association with NSDC to evaluate their level of proficiency.



BEING SENSIBLE

It's getting harder to Breathe as the walls moved closer, clouding the minds with fear.

It's getting harder to Feel as the wearisome feet crossed borders, looking for identity.

It's getting harder to See as the arthropods swarmed, over the fortified future.

It's getting harder to Speak as the humanity succumbed, to the unrealistic carousel.

It's getting harder to Hear as the repercussions vibrated, dissonance over tranquillity.

But always choose altercation over submission, inconclusive of where the future trails off to.
~ Parvatha

Creativity Alert

Please do write to us at info@hihacademy.edu.in with your creative anecdotes, poems and art. We would love to hear more from you.

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