

# How Nephroplus strengthened its client relations by helping employees write effective emails



## The Challenge

Nephroplus wanted employees to **improve their email communication** in terms of etiquette, language, tone, and choice of words.



## Pre-training situation

**34 participants**, who were evaluated on their email writing skills, were at the **Learner Level**. They faced difficulty writing effective emails.



**94%**  
attendance of online training sessions

**77%**  
completion rate of assignments



**88%**  
training success rate



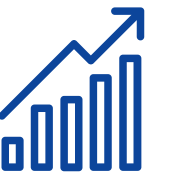
## The Solution

34 employees from Nephroplus were trained for **2 months** under the **Email Pro+ Program** which is a blend of virtual live training and online assignments.

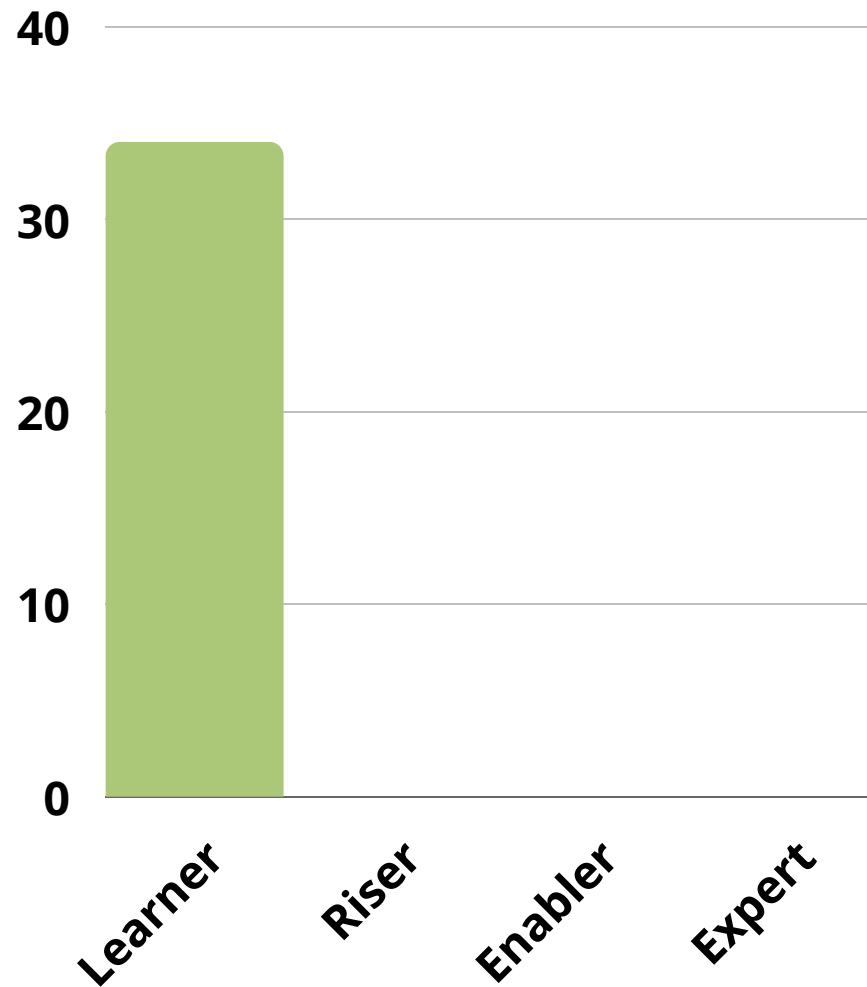


## Post-training results

**30 participants progressed to the Riser level**. The trainer's feedback showed that there was a significant improvement in their email writing skills.



# Prior to the training program, 100% of Nephroplus's selected participants were at a 'Learner' level



Proficiency Level	No. of Participants	Email writing ability at corresponding level
Learner	34	Unable to write emails with clear information Lack etiquette required to draft effective business emails
Riser	0	Emails may not get the expected response due to errors Confusion with language is seen in their emails
Enabler	0	Aware of the email structure required for the desired response Tend to confuse the email reader at times
Expert	0	Can write very clear, error-free emails Thorough with professional email structure and etiquette

**34 participants** from Nephroplus were evaluated on their Email communication skills, which also included an evaluation of their English Language based on the Common European Framework Reference of Languages (CEFR).

## 34 Participants were trained under the Email Pro+ program in two batches



### **Virtual Training**

34 participants whose score corresponded to the 'Learner' level were trained under the [Email Pro+](#) program. This program at Nephroplus was a mix of live virtual sessions and offline assignments.



### **Content Customization**

Each participant had to go through a pre-assessment before the training began so the program could be customized to focus on their weak areas.



### **Classroom activities**

During the live sessions, the participants practiced writing emails for different work situations. The trainer reviewed each email and gave each participant feedback on how their emails can be written with more clarity.

## 34 Participants were trained under the Email Pro+ program in two batches



### **Live Trainer**

The trainer led the virtual sessions and helped participants overcome their doubts by articulating and presenting the concepts in a simple manner.



### **Comprehensive Dashboard**

Participants were given access to an LMS where they could view the offline course material, videos, activities, and the progress of other participants. They could also use the help desk to ask questions to the trainer.

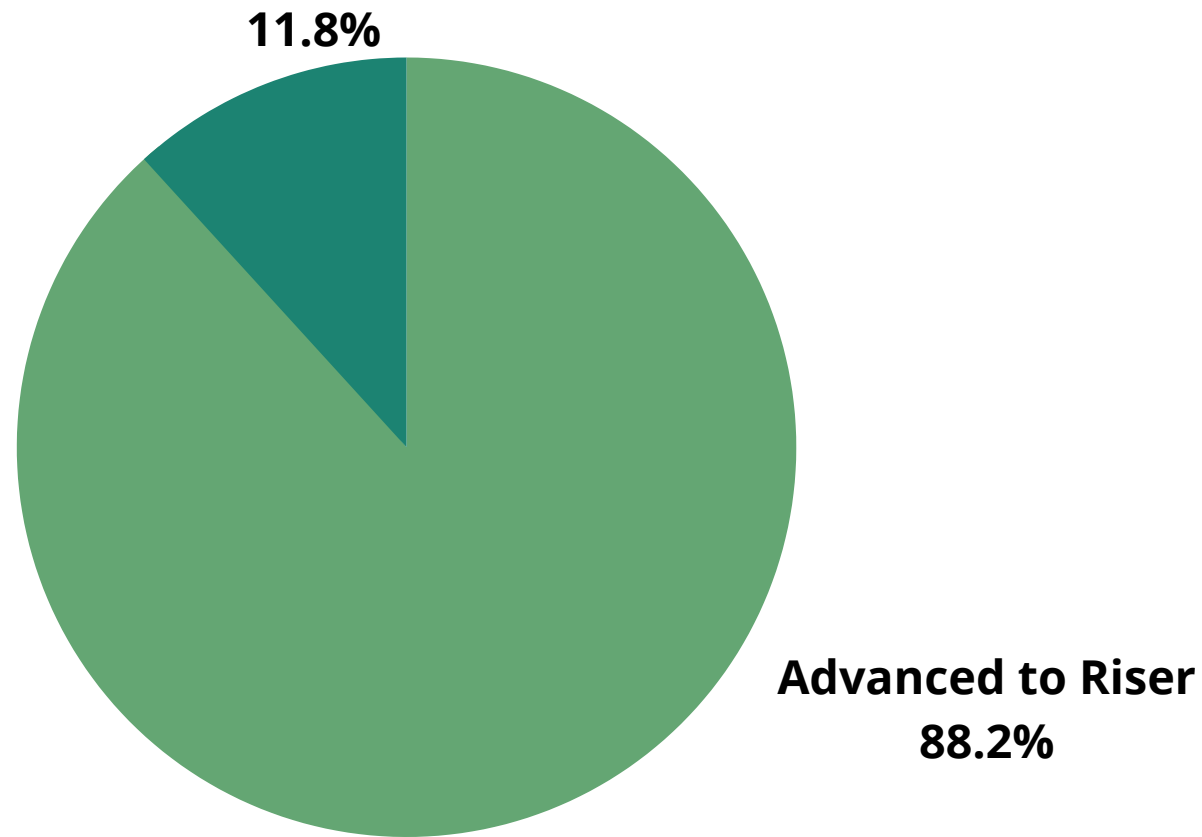


### **Conceptual Videos**

The participants had access to 20+ concept-based videos that helped them understand and get familiar with different email writing structures.

# 88% of participants cleared the 'Learner' level, advancing to the 'Riser' Level

## Recommended to Re-attempt program



- By the end of the training period, **thirty** out of thirty-four participants showed visible improvement in their email writing skills and **advanced to the Riser level**.
- Participants who cleared the program were recommended to be enrolled in the [English Pro+](#) program to improve their writing skills.
- **Four participants** who did not advance to the Riser level were recommended to **re-attempt the e-course**.

Post-training results	No. of Participants
Advanced to the 'Riser' Level	30
Recommended to re-attempt the training program	4

The trainer's feedback showed that the participants could now write more structured emails while sharing information with external stakeholders. They were able to choose the right tone to communicate via email.

# Participant feedback

Training aspect	Average rating (Out of 10)
<b>Trainer interaction level</b>	<b>9.09</b>
<b>Trainer's attitude towards the participants</b>	<b>9.40</b>
<b>Opportunity for discussion &amp; asking questions</b>	<b>9.45</b>

All the participants had a very positive response to the training sessions. The video content, email writing exercises, and the trainer's assistance throughout the program were appreciated by most of the participants in their feedback.

The participants also provided feedback on the training sessions and our trainer.

# Participant feedback

Got to know some hidden ways of writing mails to partners.



**Abhinav Dhiman**  
Participant

Interaction with the trainer and the tips she provides during the class was the best part of the workshop.



**Santosh Sagar Chintada**  
Participant

Initially, I only knew basic email formatting and after attending this program my email formatting and clustering of email has changed



**R. Akshatha**  
Participant

We were truly inspired by the Nephroplus Team's journey. If their story has inspired you as well and you would like to make a difference to your team by helping them communicate better, a **free communication audit** could be a good starting point.

You can connect with Mahesh Tharani, Co-Founder at English For India, at [+91 78996 90039](tel:+917899690039) to know more about this.

[#LetsCommunicate](#)