

How K Raheja helped boost its team's confidence by helping employees communicate fluently



The Challenge

K Raheja wanted its teams that interact with clients to become **more confident** and **more fluent** with their verbal **English skills**.

77%
training success rate



The Solution



18 employees from K Raheja were trained for **1 month** under the **English Pro+ Program**, a blend of virtual live training and online assignments.



Pre-training situation

18 participants, who were evaluated on their English communication skills, were at an **A1 CEFR Level**. They faced difficulty communicating effectively.



89%
attendance of online training sessions

59%
completion rate of assignments

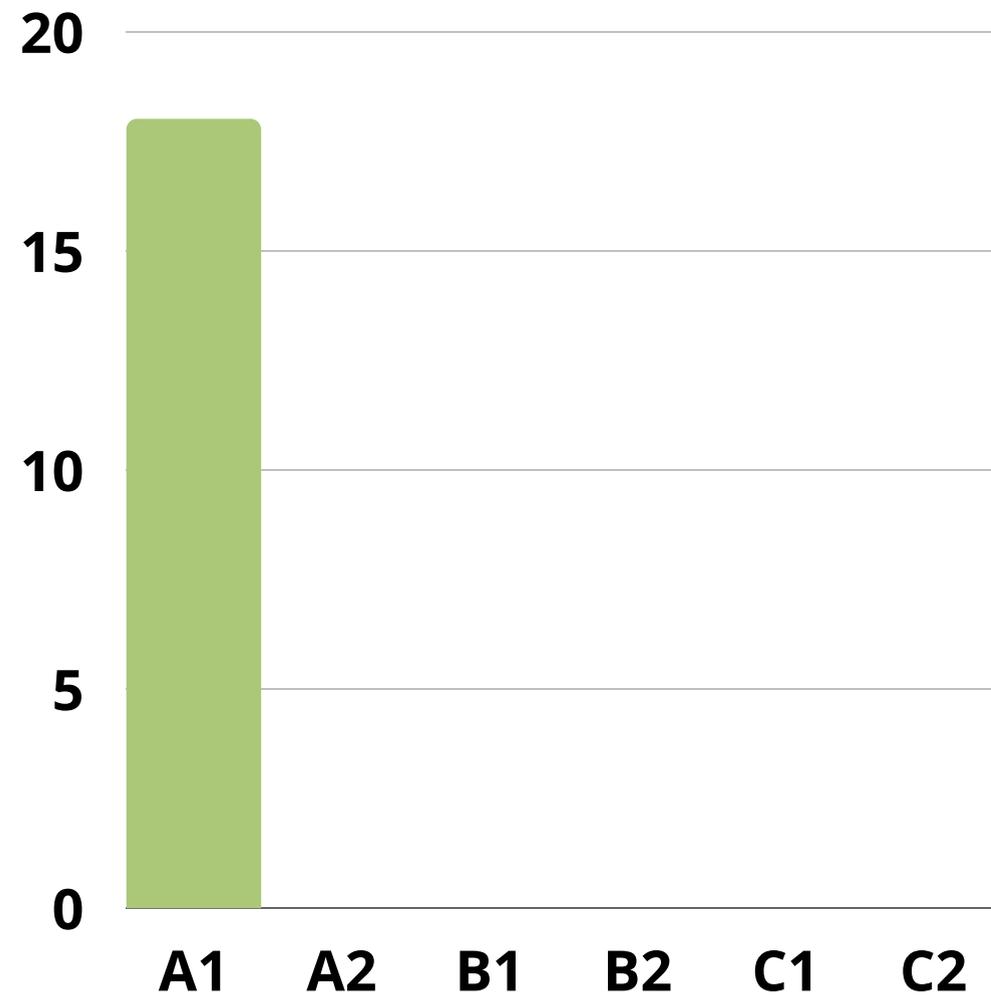


Post-training results



14 participants progressed to the A2 CEFR level. The trainer's feedback showed that there was a **significant improvement in their conversational skills**.

Prior to the training program, 100% of K Raheja's selected participants were at an A1 CEFR level



CEFR Level	No. of Participants	Language ability at corresponding level
A1	18	Can use basic and familiar expressions to communicate Can ask and respond to very simple questions
A2	0	Can take part in simple exchanges on familiar topics Can communicate routine information
B1	0	Can understand the main points of discussion of a known topic Can communicate feelings, opinions, plans and experiences
B2	0	Can communicate easily with native English speakers Can understand and express some complex ideas and topics
C1	0	Can use and understand a wide range of the language Can use English flexibly for social and academic purposes
C2	0	Can understand almost everything that they read or hear Can communicate fluently and precisely in complex situations

18 participants from K Raheja were evaluated on their English communication skills based on the CEFR* framework.

18 Participants were trained under the English Pro+ program



Virtual Training

18 participants whose score corresponded to the A1 CEFR level were trained under the [English Pro+](#) program for one month. This program at K Raheja was a mix of live virtual sessions and 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.



Conceptual Videos

The participants had access to 30+ concept-based videos that helped them understand and learn different parts of the English language.

18 Participants were trained under the English Pro+ program



Live Trainer

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



WhatsApp Support

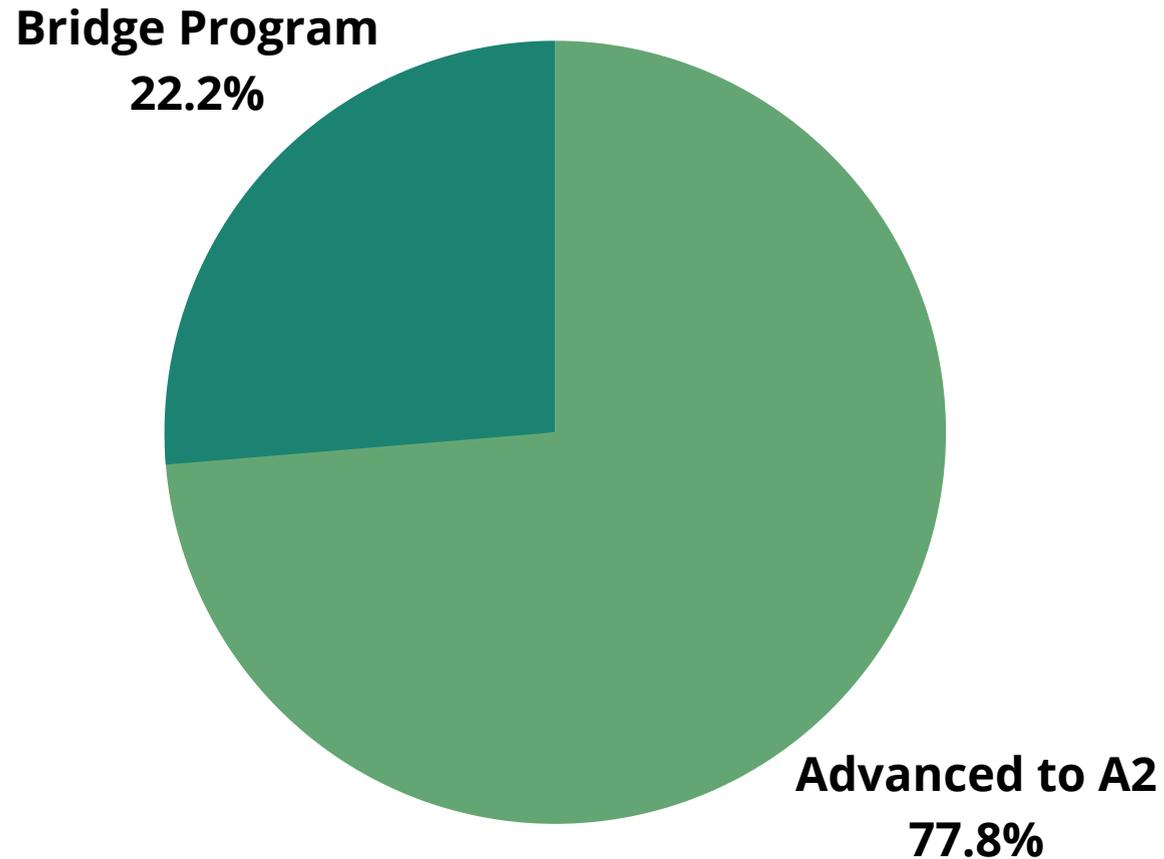
Participants were given access to a WhatsApp group where they could reach out to the trainer in case of any questions or doubts.



Classroom activities

The trainer also got participants to do role-plays, presentations, group discussions, and interact with each other within the virtual class.

78% of the participants advanced to the A2 CEFR Level



- By the end of the training period, **fourteen** out of eighteen participants showed tremendous improvement in their communication skills and **advanced to the A2 level**.
- **Four participants** were **recommended** to be enrolled in the **bridge program** as they needed more support to understand the concepts and reach the A2 level.

The trainer's feedback on each participant showed that those who advanced to the A2 level had improved their conversational skills. This has helped them improve the quality of their interactions with their clients.

Post-training results	No. of Participants
Advanced to the A2 Level	14
Recommended for a bridge program	4

Participant feedback

Training aspect	Average rating (Out of 10)
Trainer interaction level	9.4
Trainer's attitude towards the participants	9.7
Opportunity for discussion & asking questions	9.5

All the participants had a very positive response to the training sessions. The program content, the trainer's approach, 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

The way madam taught us how to pronounce words it was quite funny and best.



Birendra Pathak
Participant

The content was organised and easy to follow. This training experience will be useful in my work. Friendly, informative and interactive.



Amol Raut
Participant

Earlier I was using direct questions while interacting. Now I understand the importance of indirect questions.



Jotiba Shahapurkar
Participant

We were truly inspired by the K Raheja 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](#)