



I stand by my core values of commitment, self-discipline and hard work to develop people with whom I connect in everyday life through the philosophy of GIVING

R NARAYANAN
FOUNDER - TEAMPACE

A JOURNEY TO SUCCESS

As the nation progresses into the new millennium, envisioning itself in economic prosperity, it churns out millions of professionals every year into different sectors of the industry. These aspiring individuals, both young and old, with knowledge, passion and the right mindset, form an integral part of the bustling trade world.

The big challenge professionals face is the lack of the right Training & Development support, which helps them to grow in a competitive world. There are a lot of institutions providing training in different knowledge areas, but selecting the right area, right institution and the right faculty is a challenge. These executives need support on developing their Communication, Interpersonal & Personal, Behavioural, Professional and Positive Attitude skills to become Sales professionals.

Teampace Business Solutions Pvt.Ltd., was established in 2013 to address this gap and help SMEs, Corporates, individual professionals with solutions on People Development and Sales Training & Business support areas. At the helm of this training academy in Cochin is Mr. R Narayanan, a people development professional with extensive training experience across FMCG, Telecom, Beverages, Hospitality, Health, Construction & Builders, Jewellers and several other retail sectors. Widely regarded as one of the best trainers in Cochin, he has conducted over 1000 workshops in the sales and customer management sector, aimed at enhancing the performance of Sales Executives. He leads a team of skilled trainers providing customised modules by developing a training calendar with an after-program support system in place.

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livers customized sales training programs for all its clients. The interventions begin with a study to understand and identify the gap between professionals and their skill-sets. This method helped to develop training programs aligned to the needs, requirements and business model of the companies which further helped Teampace reach out to clients across South India, the Middle East and Nigeria (Africa).

R Narayanan completed his schooling in various states of India moving from Gujarat to Tamil Nadu and finally settled in Kerala due to his father's constant transfer. He started his career in 1982 with TTK & Co., Ltd., and continued with Cadbury India Ltd, Apollo International Ltd.(Group Apollo Tyres), starting as an office boy to becoming a Sales Representative and gradually moving up in his career across these companies. He learned and gained experience in Sales in different positions, which helped him understand and drive sales in different markets according to their requirements. This experience in specific market knowledge and the required skills

helped him later in his career as a Corporate Trainer. According to R Narayanan, getting into the Sales Training field and becoming a People Development Trainer was more of an accident rather than a planned move.

He resigned from his job with Apollo group in Kolkata and returned to Kochi to join his family in the mid of 2005. While searching for a job back home, he got a call from his senior colleague in Cadbury India Ltd., Mr. K Srinivasan, for a training assignment. He accepted the offer and "never had to look back after that". His confidence stemmed from his inborn training skills which he developed and honed over the years. R Narayanan envisaged training as a key to individual development and became more passionate about professional Sales & People development training each day. He worked as a freelancer for 7 years and started TEAMPACE Business Solutions Pvt Ltd., in his hometown Kochi, focusing on people development solutions through Training in 2013. The focus was to help executives develop their skills and become successful in their careers.

While working with Corporate houses and SME's, he identified that companies having a smaller workforce needed Training, but





could not afford exclusive Trainer support. This finding led to the creation and delivery of Sales Training Programs as open workshops, which could be attended by Sales Executives of such companies directly. The first program was facilitated in 2014 and he has completed 15 such open Training programs to date and is expanding now with more programs from his new daughter company TEAMPACE SALES ACADEMY. This has helped professionals to develop their skills and earn better.

The pandemic was a big disruption in business, but also became a greater learning experience for R. Narayanan. He was in Nigeria for a Training assignment during March 2020 and as he was planning to return to India, our country went into a full lockdown which cost him almost 4 months of staying indoors. Well, he immediately started to work from home by supporting the client with HR-related work. He further started Online Training sessions, which helped him to stay connected with the clients during the pandemic period. This set his thinking in motion to find a way forward to grow and build the business, which bought back his dream of setting up an academy for Sales Training and developing a sales force automation application that can help companies with distribution model products.



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He set his plans and on return to India, started TEAMPACE SALES ACADEMY in October 2020, with a vision of building the largest sales training academy in India. This company is all set to run regular training programs in a hybrid model, offering multiple courses on Sales that can be attended online and in person.

The parent company Teampace Business Solutions Pvt Ltd., is hived off to focus on International businesses and Sales-Force automation application P.A.C.E, which was developed during the pandemic.

R Narayanan strongly believes "Customer satisfaction is the key to any business success". All your systems, processes, and approach should help the Customer to gain and your gain is sustainable only when your Customer gains. We should ask this question to us every time



Experience is my GURU.” It has helped me to adopt and adapt to CHANGE in different situations

a customer interaction happens “Has the Customer benefitted from us?” The positive experience you create for the Customer during the interaction makes him decide to do business with you. Your money should come from satisfying your Customers, who ensure your business develops regularly.

This belief has helped him build long-term associations with his clients, who are still doing business with him and making his business grow.

“Experience is my GURU.” It has helped me to adopt and adapt to CHANGE in different situations. One of the biggest learning is from our present situation. The pandemic has taught us to survive with the minimum options available yet stay connected through various platforms and hope for the best.

His advice to budding entrepreneurs is to set sail from their comfort zone. Let’s embrace CHANGE and “find comfort in the uncomfortable”. Safe zones limit your potential for growth and development.

According to R Narayanan, “We live in the most connected of times. As business professionals, our connections are the pulse of what we have achieved and what we are capable of. Connections come from giving. When we are

helpful to the environment around us, it creates goodwill that is inexplicable nor is it part of some complicated array of strategic moves. It needs to be a sheer act of wanting to help. This is what we could call ‘collaboration commerce’, where business is getting created and done through collaboration. It is important to have a network of connected smiles around you. It brings happiness and confidence in our abilities and a sound fulfilment of being good.”

R Narayanan is a member of the BNI Cochin region which works on the philosophy of Givers Gain. He is immensely thankful to the members of this forum who helped in the growth of Teampace in multitudes.

R Narayanan states that he has been helped and supported by a lot of people in his personal life and professional life and attributes his growth and success to everyone and expresses his deepest gratitude to each one of them.

A stickler to time discipline, system-driven, Narayanan is strongly supported by his wife in ensuring timely follow-ups. Open communication is the key success factor in their relationship. The discipline in his life has helped a lot in managing difficult situations. His mother also is a person who has supported all his ventures throughout time. Both his children are married. His son is settled in Mumbai and his daughter is in the United States along with their families.

