

Our other  
Management Development Programmes

Sl. No.	Programme Title	Dates
1.	Leveraging Social Media for Business Intelligence	April 23, 2018
2.	Advanced Management Programme	May 7-9, 2018
3.	Geopolitical Risk and Business Preparedness	May 24, 25, 2018
4.	Data Summarization and Presentation for Non-Technical Executives	May 28-29, 2018
5.	Effective Purchasing Skills & Strategic Sourcing	June 4-5, 2018
6.	Training of Trainers	June 11-13, 2018
7.	Quality Analytics	July 16-17, 2018
8.	HR Analytics	July 23-24, 2018
9.	Advanced Excel Training	July 26-27, 2018
10.	Developing an Intrapreneurial Mindset for Effective Leadership	July 30-31, 2018
11.	Finance for Non-Finance Executives	August 6-7, 2018
12.	Data Analytics for Expanding Markets	August 9-10, 2018
13.	Effective Communication for Women in the Workplace	August 20-21, 2018
14.	Decision Making Techniques for Managers	August 30-31, 2018
15.	Effective Negotiation Skills	September 4-6, 2018
16.	Hands on Workshop on Microsoft Excel Macros-2016	September 7, 2018
17.	Project Management	September 10-11, 2018
18.	Financial Management for Public Sector Enterprises	September 12-14, 2018
19.	Effective Communication and Presentation Skills	September 17-18, 2018
20.	Enhancing Personal Branding-Building Your Pathway to Professional Success	October 8-9, 2018
21.	A Handshake with Disruptive Digital Technologies	October 15-16, 2018
22.	Crisis Communication	October 25-26, 2018
23.	Executing Strategies in World of Constant Disruptions	October 29-30, 2018
24.	Coaching & Mentoring for Personal and Professional Success	November 1-2, 2018
25.	Business Environment in the Middle East and Africa	November 15-16, 2018
26.	A Consultants Tool-Kit for Solving Strategic Problems & Enhancing Business Performance	November 19-20, 2018
27.	Making the Supply Chain Responsive	November 21-22, 2018
28.	Retirement Planning for Seeking Financial Freedom	November 26-27, 2018
29.	Nurturing the 5th Dimension of Leadership	November 27-28, 2018
30.	Managerial Leadership and Team Building	December 3-4, 2018
31.	Enhancing Assertiveness and Positive Attitude	December 10-11, 2018
32.	Creating Winning Sales Teams	December 17-18, 2018
33.	Digital Communication	January 10-11, 2019
34.	Enterprise Risk Management for Creating Risk Intelligent Organisation	January 14-15, 2019
35.	Strategic CSR: From Agenda Building to Impact Measurement	January 17-18, 2019
36.	Foreign Exchange Risk Management	February 4-5, 2019
37.	The New Indian Consumer: Winning Concepts and Practices	February 21-22, 2019
38.	Pricing and Application of Financial Derivatives	February 27-28, 2019

**ABOUT THE INSTITUTE**

FORE School of Management (FORE) has been established by the Foundation for Organisational Research and Education, a non-profit organisation, with a mission "To achieve and sustain Leadership in Management Education, Research, Consultancy and Development".

**Programmes and Accreditations:**

- The PGDM, PGDM (IB) & PGDM (Financial Management) courses at FORE are AICTE (All India Council for Technical Education) approved.
- The PGDM and PGDM (IB) courses are accredited by National Board of Accreditation (NBA).
- The PGDM and PGDM (IB) courses are equivalent to MBA. Equivalence permission is granted by Association of Indian Universities (AIU).
- FORE has been awarded "SAQS Accreditation" by Association of Management Development Institutions in South Asia (AMDISA).
- FORE has set up a state-of-the-art Studio at its Campus to conduct Online Executive Education Programmes for Working Professionals and has been successfully conducting variety of such online certification courses.

Eminent academicians with many years of experience and experts from industry, recognized nationally and internationally, constitute faculty at FORE. FORE has in-house training facilitators in the field of Communication, OB & HR, Finance, Operations, Marketing, IT, International Business and Strategic Decision Making.

With a sharp focus on Management Education, Executive Education Programmes/MDPs, Consulting and Research, FORE stands amongst the Top Business Schools in the country.

FORE conducts MDPs to equip managers with knowledge, skills and attitudes required for effectively responding to global developments and competitive requirements. Our MDPs are designed with an appropriate blend of conceptual and experiential learning. Apart from open programmes, FORE conducts customized In-Company Programmes tailored to suit organisation's needs on topics/areas specifically required by an organisation. These Management Development Programmes (MDPs) are either custom-designed to suit client requirements or are offered by faculty on a specific theme to meet various client needs.

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For any other information, please contact:

**Executive Education Office**

**FORE School of Management**

Adhitam Kendra

B-18, Qutub Institutional Area, New Delhi 110016.

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DESIGNED BY: ALPS PRINTERS

Management Development Programme  
on  
**The New Indian Consumer:  
Winning Concepts and Practices**

**February 21-22, 2019**

**FORE Campus, New Delhi**

Programme Director:  
**Prof. Anupam Narula**



**Imparting Knowledge for Exploring New Horizons**



## Introduction

The two- day program will focus on training the participants in the processes for development of customer centric and market-focused business strategies and shift the strategy development process from "inside-out" to "outside-in". The scope has been decided to include the basic understanding of consumer behavior and integrating it with changing buying patterns of consumers in present context. Further, there will be a focus on the role of technology and digital media and how it is altering spending patterns in order to uncover new opportunities and generate additional business.

India is on the minds of business leaders everywhere and is a big growth story. Even assuming conservative GDP growth of 6-7% a year, consumption expenditure will rise by a factor of three to reach \$4 trillion by 2025. Succeeding in India therefore requires to understand the complex buying behavior of new evolving consumer and its spending patterns. These shifts have big implications for companies to position themselves in evolving Indian market. If you can win in India, you can win everywhere.

## Objectives

The programme focuses on understanding the shift which is happening in consumer psychology and its application in developing marketing strategy in Indian context. It examines the critical factors shaping a growing complex Indian market and to develop an understanding of changing consumer attitudes and spending patterns. This hand-on programme helps you to explore leading marketing practices to be designed for dealing with evolving new Indian consumer and substantial impact of digital technologies in altering consumer spending.

## Contents

- Emerging Challenges for global firms in understanding Indian buying.
- New Indian consumer and its understanding in business strategy development.
- Role of consumer/customer decision process insight and understanding the changing internal and external influences in business strategy development
- Quantitative and qualitative research tools for understanding new Indian consumer and designing effective business strategy
- Understanding customer psychology of new India and creating value in the eyes of customers.
- Personalization on websites
- Selecting the right Social media platforms for customer engagement.
- Discuss the applicability of the above in diverse business contexts market with Case Studies.

## Pedagogy

The Programme will be highly experiential and interactive, comprising case studies, exercises, classroom lectures, articles and video presentations. The programme is designed on the participant centric learning approach.

## Who Should Attend

This program is of great interest, if you are a senior management executive, entrepreneur, and marketing professional who are responsible for developing and implementing marketing strategies, both domestically and in Emerging markets. It is designed for Indian domestic companies and Multinational companies seeking to penetrate further into Indian and emerging markets.

Participants who have not gone through a formal course in consumer psychology.

## Duration & Venue

**Dates:** February 21-22, 2019

**Venue:** FORE School of Management, B-18, Qutub Institutional Area, New Delhi 110016

## Fee

**Non-residential:** Rs. 16,000 per participant (plus GST @18%) covering professional fee, programme kit and tea/lunch.

**Residential:** Rs. 28,000 per participant (plus GST @18%) covering professional fee, programme kit and boarding and lodging (air conditioned single room) at Hotel Residency Resorts (P) Ltd./Qutab Residency, New Delhi or equivalent from **noon of February 20, 2019 till noon of February 23, 2019.**

## Discounts

- Early bird discount of Rs. 2,400 per participant for nominations received on or before February 11, 2019.
- One complimentary nomination on non-residential basis for every group of three nominations from the same organization, i.e., 3+1 participants for the fee of 3 participants.

**Fee is payable in advance by way of Local Cheque / DD in favor of "FORE School of Management" payable at New Delhi. You can also make online payment of fees by logging on to FORE website [http://www.fsm.ac.in/exe\\_openmdpcalendar20182019.html](http://www.fsm.ac.in/exe_openmdpcalendar20182019.html)**

## Registration

The registration form duly filled in along with the Programme fee should reach us at least 7 days before the commencement date of the Programme. You can also register & pay online by logging on to FORE website [http://www.fsm.ac.in/exe\\_openmdpcalendar20182019.html](http://www.fsm.ac.in/exe_openmdpcalendar20182019.html). In case of subsequent withdrawal or cancellation of registration no refund of fee will be allowed. However, substitute(s) may be permitted with prior intimation.

## Certificate of Participation

The Institute issues a certificate of participation on conclusion of the programme.

## Faculty

The faculty members of the Institute will take the programme sessions, except for a few sessions that may be taken by guest speakers.

## Programme Director

**Prof. Anupam Narula**, is M.A (Eco), PGDBM (Marketing) and Ph.D (Eco) and brings with him more than 20 years of rich experience in teaching, research and industry. He is silver Medalist in PGDBM. He was Area Chairman Marketing at FORE from 2012-2014. He was also Professor-in-Charge Alumni Relations at FORE for 4 years from 2011-2015.

Prior to joining FORE, he successfully held various administrative& academic responsibilities as Director, Dean, Officiating HOD, Founder and Coordinator for many new management education programs. He has presented papers in various reputed international and national conferences and published research papers and articles in reputed journals, magazines and edited books. He has travelled extensively all around the globe as part of his research work. He is on the editorial review board of two international and three national refereed journals. He has been invited as external expert member by various universities and premier management B-schools in India.

His teaching, research and training areas of interest include Consumer Behavior, Service Marketing, International Marketing Management and Indian Higher Education. He has conducted MDPs for corporate executives in both public and private sector organizations like TATA chemicals Ltd, IRCTC, MTNL, Mahagun Group, Sentiss pharmaceuticals, Relaxo footwear, Tata Pigments Ltd, Jain Irrigation systems Ltd, Oriental Refractories Ltd, G.D Foods Mfg. Pvt. Ltd., Directorate General of Resettlement Indian Army and many others. He can be reached at: <anupam@fsm.ac.in>.

**FORE School of Management**  
Management Development Programme

## The New Indian Consumer: Winning Concepts and Practices

**February 21-22, 2019**

**Registration Form**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Organisation: \_\_\_\_\_

Office Address: \_\_\_\_\_

Phone: Office \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Fax: \_\_\_\_\_

Your expectations from the Programme: \_\_\_\_\_

Residential / Non Residential \_\_\_\_\_

### Payment Options

#### Online Payment

Programme fees can be paid through credit / debit card / net banking. Please logon to FORE website [http://www.fsm.ac.in/exe\\_openmdpcalendar20182019.html](http://www.fsm.ac.in/exe_openmdpcalendar20182019.html) for online registration and payment.

#### Offline Payment

Programme fees can be paid through Local Cheque / DD  
If attached please give details

Local cheque / DD No. \_\_\_\_\_ Date \_\_\_\_\_ Amount \_\_\_\_\_

Signature

(Please return the completed form by post  
or email: [exed@fsm.ac.in](mailto:exed@fsm.ac.in), to:

**Executive Education Office**  
**FORE School of Management**  
B-18, Qutub Institutional Area  
New Delhi 110 016

*Note: Please feel free to make copies of this form for additional registrations.*