

# APRIL NEWSLETTER



## UPCOMING BATCHES- MAY

- ITIL4 Foundation : **22-23 May**
- PMP Training : **17,18,19,20 May**
- Service Desk Analyst : **14-16 May**
- Prince2 Foundation : **9-10 May**
- Prince2 Practitioner : **19-20 May**
- ISO 27001:2022 Lead Auditor : **25-29 May**
- DP-203T00: Data Engineering on Microsoft Azure: **12-15 May**
- AZ-500: Microsoft Azure Security Technologies : **12- 15 May**

## Upcoming Webinars : May



**LEADING ACROSS CULTURES**  
Emotional Intelligence & Leadership Skills for a Global Workplace

14<sup>th</sup> May  
4:00 pm IST

**VIDYA SUBRAMANIAN**  
Senior Consultant, Global Business Culture

**SUNIL MEHTA**  
Director, Quint Consulting Services

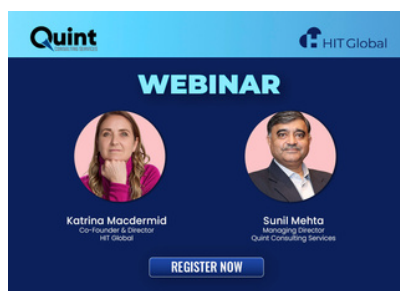
### **Webinar: Leading Across Cultures: EQ & Leadership Skills for a Global Workplace**

**14 May | 4:00 PM -5:00 PM IST**

As global teams become the norm, leaders must develop the ability to navigate cultural complexities with emotional intelligence.

This session will explore how cultural dimensions affect communication, feedback, and decision-making—and how EQ can build trust, empathy, and collaboration.

Gain practical frameworks to lead diverse, high-performing teams with confidence and clarity in today's interconnected world.



**WEBINAR**

**Katrina Macdermid**  
Co-Founder & Director, HIT Global

**Sunil Mehta**  
Managing Director, Quint Consulting Services

[REGISTER NOW](#)

### **Webinar : Transforming IT Service Management with Humanising IT™**

**20 May | 11:00 AM -12:00 PM IST**

In a rapidly digitizing world, IT Service Management must evolve from process-driven to people-centered.

This webinar introduces Humanising IT™—a fresh perspective that balances efficiency with empathy to enhance user experience and outcomes.

Learn how to create a culture of purpose, drive sustainable transformation, and put people at the heart of your IT strategy.

**UPCOMING EVENTS**



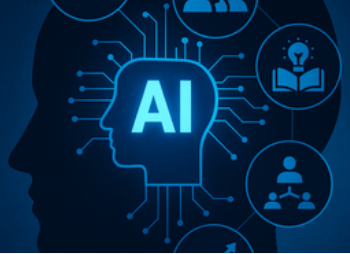
**TRANSFORMING ITSM WITH HUMANISING IT™**

**20<sup>th</sup> | May | 2025**

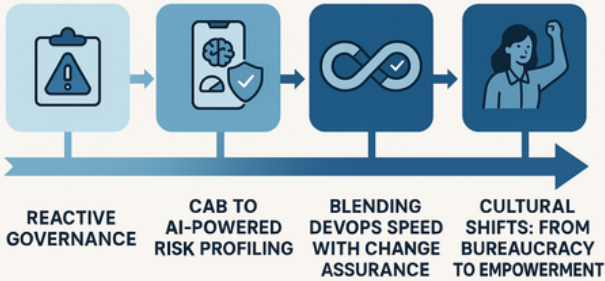
**11:00am - 12:00pm IST**

Humanising IT™

## AI in HR and L&D: BUILDING A FUTURE-READY WORKFORCE



### EVOLUTION OF CHANGE MANAGEMENT



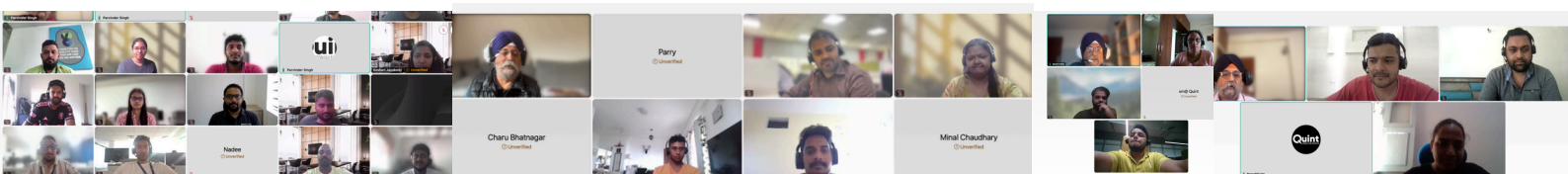
## Latest Articles & Blogs

- [AI in HR and L&D - Building a Future-Ready Workforce](#)
- [Reimagining Change Management in the AI Era: From Reactive to Proactive ITSM](#)
- [Top 7 Strategies for Implementing AI in IT Service Management](#)



## Programs Delivered

Sales Culture Workshop ,ITIL4 Foundation Service Desk Analyst, PMP Training



# Be a part of

**itsSMF** India  
The IT Service Management Forum

# Community



**Quint** is proud to be on the itsSMF India Board and excited to support its relaunch. As part of this initiative, we are actively engaging academia and industry to strengthen IT Service Management (ITSM) adoption.

We're excited to announce a significant milestone for itsSMF India Chapter—our first-ever academic partnership through the signing of a landmark MoU with BMS College of Engineering, Bangalore. This collaboration marks a pioneering step toward integrating IT Service Management (ITSM) concepts into mainstream engineering education in India.

As part of this initiative, a specially designed ITSM course will be introduced for students pursuing a B.E. in Computer Science & Engineering. The course is tailored to equip students with the practical knowledge and skills needed to meet real-world expectations of the IT industry.

This partnership reflects our broader vision of bridging the gap between academic learning and industry demands. By embedding ITSM into engineering curricula, we aim to empower the next generation of IT professionals with future-ready capabilities.

Stay tuned for more such initiatives as we continue to foster industry-academia collaboration across the country.

As a global ITSM community, itsSMF brings international best practices to its members in India.

To join the itsSMF India Community, reach out at [info@itsmfindiachapter.com](mailto:info@itsmfindiachapter.com).

CUSTOMER  
**SUCCESS  
SUMMIT**  
**3.0**



August 2025



**SPARK**

Success Partnership And  
Relationship Keys



Bangalore / Mumbai  
August'25

*Stay  
Tuned*



**Customer Success Summit 2.0**  
19-20 July 2024, Eagleton Golf Resort, Bangalore

**PeopleCert**<sup>®</sup>



**Customer Success Summit 2.0**  
9 August 2024, Goldfinch Hotel, Mumbai

**PeopleCert**<sup>®</sup>