<table>
<thead>
<tr>
<th>Table Number</th>
<th>Table Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Sample Size – Airtel</td>
<td>138</td>
</tr>
<tr>
<td>4.2</td>
<td>Pre-training Knowledge Score Comparison – Experimental Group vs Control Group</td>
<td>142</td>
</tr>
<tr>
<td>4.3</td>
<td>Post-training Knowledge Scores - Airtel</td>
<td>143</td>
</tr>
<tr>
<td>4.4</td>
<td>Experimental Group Knowledge Scores - Airtel</td>
<td>144</td>
</tr>
<tr>
<td>4.5</td>
<td>Control Group Knowledge Scores - Airtel</td>
<td>145</td>
</tr>
<tr>
<td>4.6</td>
<td>Pre-training Skill Evaluation Score Comparison: Experimental Group vs Control Group – Airtel</td>
<td>149</td>
</tr>
<tr>
<td>4.7</td>
<td>Post-training Skill Evaluation Scores - Airtel</td>
<td>150</td>
</tr>
<tr>
<td>4.8</td>
<td>Experimental Group Skill Evaluation Scores – Airtel</td>
<td>151</td>
</tr>
<tr>
<td>4.9</td>
<td>Control Group Skill Evaluation Scores - Airtel</td>
<td>152</td>
</tr>
<tr>
<td>4.10</td>
<td>Pre-training Monthly Sales per Person Comparison: Experimental Group vs Control Group - Airtel</td>
<td>156</td>
</tr>
<tr>
<td>4.11</td>
<td>Post-training: Monthly Sales per Person Comparison: Experimental Group vs Control Group – Airtel</td>
<td>157</td>
</tr>
<tr>
<td>4.12</td>
<td>Experimental Group – Monthly Sale per Person – Airtel</td>
<td>158</td>
</tr>
<tr>
<td>4.13</td>
<td>Control Group: Customer Satisfaction Scores – Airtel</td>
<td>159</td>
</tr>
<tr>
<td>4.14</td>
<td>Correlation between knowledge and skill evaluation scores for experimental group – Airtel</td>
<td>163</td>
</tr>
<tr>
<td>4.15</td>
<td>Correlation between knowledge scores and monthly sales per person for experimental group – Airtel</td>
<td>165</td>
</tr>
<tr>
<td>4.16</td>
<td>Correlation between skill evaluation scores and monthly sales per person for experimental group – Airtel</td>
<td>166</td>
</tr>
<tr>
<td>5.1</td>
<td>Sample Size – BSES</td>
<td>174</td>
</tr>
<tr>
<td>5.2</td>
<td>Pre-training Knowledge Score Comparison – Experimental Group vs Control Group - BSES</td>
<td>177</td>
</tr>
<tr>
<td>5.3</td>
<td>Post-training Knowledge Scores – BSES</td>
<td>179</td>
</tr>
<tr>
<td>5.4</td>
<td>Experimental Group Knowledge Scores – BSES</td>
<td>180</td>
</tr>
<tr>
<td>5.5</td>
<td>Control Group Knowledge Scores - BSES</td>
<td>181</td>
</tr>
<tr>
<td>5.6</td>
<td>Pre-training Skill Evaluation Score Comparison: Experimental Group vs Control Group - BSES</td>
<td>184</td>
</tr>
<tr>
<td>5.7</td>
<td>Post-training Skill Evaluation Scores - BSES</td>
<td>185</td>
</tr>
</tbody>
</table>
5.8 Experimental Group Skill Evaluation Scores – BSES
5.9 Control Group Skill Evaluation Scores – BSES
5.10 Pre-training Customer Satisfaction Scores Comparison: Experimental Group vs Control Group – BSES
5.11 Post-training: Customer Satisfaction Scores Comparison – Experimental Group vs Control Group – BSES
5.12 Experimental Group – Customer Satisfaction Scores - BSES
5.13 Control Group: Customer Satisfaction Scores – BSES
5.14 Correlation between knowledge and skill evaluation scores for experimental group – BSES
5.15 Correlation between knowledge scores and customer satisfaction scores for experimental group – BSES
5.16 Correlation between skill evaluation scores and customer satisfaction scores for experimental group - BSES
6.1 Knowledge Score for Control Group and Experimental Group - Airtel
6.2 Knowledge Score for Control Group and Experimental Group - BSES
6.3 On-the-job skill evaluation score for Control Group and Experimental group - Airtel
6.4 On-the-job skill evaluation score for Control Group and Experimental group - BSES
6.5 Business Result – Monthly Sales per Person for Control Group and Experimental Group – Airtel
6.6 Business Result – Customer Satisfaction Score for control Group and Experimental Group – BSES
6.7 Correlation between knowledge and skill evaluation score for experimental group
6.8 Correlation between knowledge score and business result for experimental group
6.9 Correlation between on-the-job skill evaluation score and business result for experimental group