

Dr. Sulakshna Dwivedi, currently Assistant Professor at University School of Applied Management, Punjabi University, Patiala. An Alumna of University Business School, Panjab University in Ph.D., she did her M.B.A. (Hons.) with specialisation in Human Resource Management, and Diploma in Training and Development from Indian Society for Training and Development (ISTD), New Delhi. She has qualified the UGC-NET (National Eligibility Test) thrice and was Senior Research Fellow at UBS, Panjab University, Chandigarh. She started her career by serving a pharmaceutical company as Personnel Officer in 2002 and after a stint of two years she switched to academics and joined Rayat Institute of Management. She has to her credit corporate, teaching and research experience of thirteen years. She had successfully qualified Screening test for the post of Management Trainee in National Thermal Power Corporation (NTPC) and Satluj Jal Vidyut Nigam (SJVN) in the year 2005. Her areas of interests are Human Resources, Organizational Behaviour, Training and Development and Organizational Development. She has published many research papers in national/international journals and conferences including *Vikalpa*, *Indian Journal of Industrial relations (IJIR)*, *International Journal of Indian Culture and Business Management*, *International Journal of Human Capital and Information Technology Professionals (IJHCITP)*, *Panjab University Research Journal (Social Science)*, etc. She has authored a book entitled, "Attrition in Indian BPO Sector - A Conceptual Study (ISBN: 978-3-659-51059-5). One of her core strengths includes dealing with people at various levels through listening, talking and motivating them.