

EXCELLENCE

99.9%

Sounds excellent. *Until you do the maths.*

1,000

transactions, entries or emails a day

1 error

every single day, even at 99.9% accuracy

250 a year

reaching clients, reports and ledgers

Excellence lives in the last 0.1%. *And the last 0.1% is pure attention.*

WHAT YOU'LL WALK AWAY WITH

01

10 Tips of Excellence

The science of attention, made practical

02

10 Habits of Excellence

Techniques you use the very next morning

03

The PRIDE standard

Personal Responsibility In Delivering Excellence

"Everyone should experience PACT once in their career."

MAYANK SHARMA FCA · Deloitte

YOUR FACILITATOR



Kamlesh Jain

16 years in global banking · ex-Goldman Sachs, Nomura, Lehman Brothers · 200,000+ professionals trained

INSIDE THE ROOM

- Live attention experiments, not lectures
- Your own PACT participant workbook
- Tools you use the next morning

FOR L&D TEAMS

- Trusted by the Big 4, MBB and Global Bank GCCs
- Global training in 12 countries since 2012
- "Highest Business Impact Learning Program" at a global bank GCC

PACT.

Power of Attention and Concentration Training ·
www.attentioninstitute.in

Master your mind.

THE ATTENTION LAB

Test your focus
in five minutes



ATTENTION TO DETAIL

Your brain skips details. *Prove it wrong.*

Brilliant people don't miss details because they don't care. The brain **predicts what it expects to see**, and reads that instead. Try three of the challenges you'll meet in PACT.

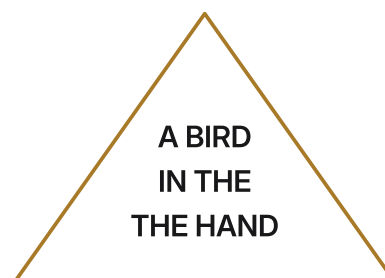
I Count the F's

15 SECONDS

FINISHED FILES ARE THE RESULT OF
YEARS OF SCIENTIFIC STUDY COMBINED
WITH THE EXPERIENCE OF YEARS.

II Read it aloud

5 SECONDS



III Same or different?

THE ERROR A REVIEWER SHOULD CATCH

INV-30481-K

₹ 8,04,560.00

ACC 7729 1043 88

INV-30418-K

₹ 8,04,560.00

ACC 7729 1034 88

Missed one? Almost everyone does. *In PACT, you learn why, and how to stop.*

"You leave wanting more."

SHARON CHERIAN Vice President, Global Operations

Answers · I. Six F's; three hide in "OF" · II. "The" appears twice · III. Different, Same, Different

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THE COST OF HUMAN ERROR

One lapse. *Millions lost.*

None of these were failures of intelligence. Each happened at a world-class firm, to **capable professionals**, in a moment of inattention.

THE BIG 4

2025	Deloitte Australia	A government report contained fabricated references and an invented court quote. Part of the fee was refunded.	A\$440k report, partly refunded
2023	KPMG UK	A record regulatory fine over failings in its audits of Carillion, which collapsed in 2018.	£21m regulatory fine
2017	PwC · The Oscars	The wrong envelope was handed over, and the wrong Best Picture announced to a global audience.	Live in front of millions

GLOBAL BANKS

2020	Citibank	Meant to send an interest payment of about US\$8m. Wired close to US\$900m of its own money instead.	~\$900m sent in error
2018	Samsung Securities	Instead of a ₩1,000-per-share cash dividend to employees, an employee issued 1,000 shares per share: 2.8 billion shares that did not exist.	~\$105bn in "ghost" shares

AND IN EVERY CONSULTING TEAM · SOUND FAMILIAR?

01 Last client's name left in the new proposal	02 A formula pointing to the wrong tab	03 "Final_v7" sent instead of "Final_v8"	04 A decimal slip on page 47 of the deck
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"One of the most important corporate trainings for me personally."

VANYA TANDON AI Product Manager · formerly BCG

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PRODUCTIVITY

Be productive. *Not busy.*

Work = Time × Focus

Time can be managed.

Focus can be multiplied.

23_{MIN}

to fully refocus after a single interruption

Gloria Mark, UC Irvine

47_{SEC}

the average time we hold attention on one screen

Gloria Mark, *Attention Span*, 2023

40_%

of productive time can be lost to task-switching

American Psychological Association

A QUIET TEST · TICK WHAT SOUNDS FAMILIAR

- ☐ The day ends, and the most important task is still undone
- ☐ Email or chat is open within minutes of starting deep work
- ☐ Re-reading the same page, or redoing finished work
- ☐ Meetings by day, real work by night

Two or more? *This day is for you.*

- Single-tasking that feels natural
- Deep work that protects output
- Focus rituals for pressure days

"He kept an entire room completely captivated for practically nine full hours straight."

AMARTHYA DUTTA GUPTA · Software Development Engineer · Siemens Healthineers

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WORK-LIFE BALANCE

Finish work at work. *Be present at home.*

Burnout is not only about long hours. It is about **scattered attention**: a day of switching, rework and unfinished tasks that follows you home.

Left work, but work didn't leave you?

That is **attention residue**: when you switch tasks, part of your mind stays on the last one. PACT teaches you to close the loop, so you can truly switch off.

Sophie Leroy, University of Washington, 2009

ON SCATTERED ATTENTION

- Long hours, little to show
- Rework that eats the evening
- At dinner, mind still on email

ON FOCUS

- The important work, done by day's end
- Right first time, so nothing returns
- Fully present with the people you love

"It helped me not only at a professional level, but also at a personal level."

RAJNIKANT RATHOD J.P. Morgan · formerly Morgan Stanley

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