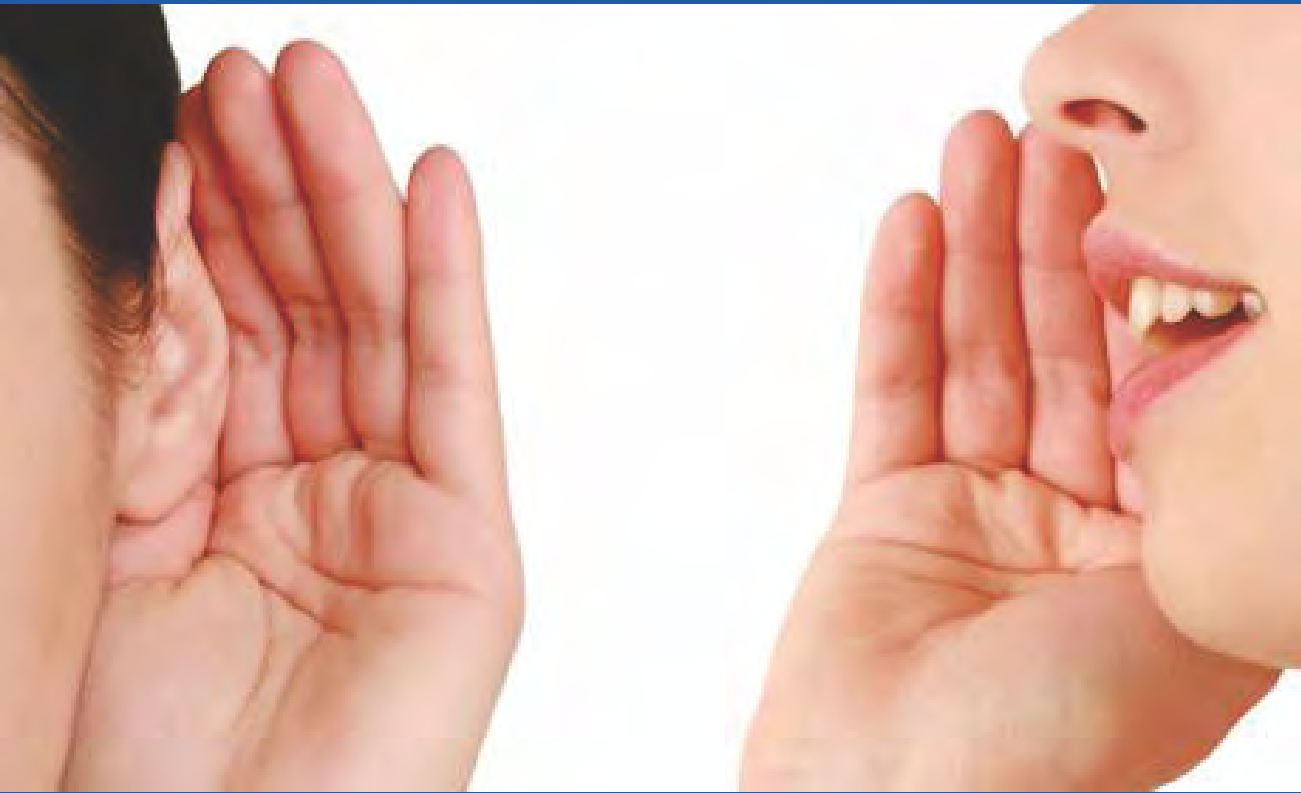


Program on
Communication Skills for Managers
March 27 - 31, 2017



INTRODUCTION

Organisations are facing unprecedented and often unforeseen challenges in meeting the growing expectations of stakeholders both internal as well as external. In order to sustain growth in such a competitive market environment, these organisations are constantly looking for strategies, which would result in cost reduction, improvement of productivity, and quality of products. These could be achieved to a certain extent through technological upgradation and absorption of new technology. It is observed that technological changes perse, without employees co-operation in the entire process would not yield the expected results. Managers have a crucial role to play in obtaining this co-operation.

Success of managers in this endeavor depends on how effectively they use their repertoire of communication skills. Effective communication involves use of a variety of skills appropriate to the situation. The present program is designed to help the practising managers communicate effectively in various situations such as interpersonal interactions, group interactions, managing change and negotiations, and thereby contribute to overall organisational effectiveness.

PROGRAM OBJECTIVES

The present Program is a comprehensive application-oriented communication skills package designed to meet broadly the following objectives:

- To reflect on the way people communicate currently and enable them to diagnose and minimise the barriers they encounter in communication.
- To help them sharpen their verbal, non-verbal, and written communication skills.
- To understand communication as a strategic tool in achieving organisational effectiveness.

PROGRAM CONTENT

The program focuses on the following related topics:

- Organisational communication
- Connecting with stakeholders
- Writing skills
- Non-verbal communication
- Presentation skills
- Conferencing skills
- Negotiation and conflict management skills
- Listening skills
- Counseling skills
- Cross-cultural communication
- Performance review and feedback skills

TARGET GROUP

The program is suitable for senior and middle level managers of Government, Public, Private and Service Sector Organisations including Banks from all functional areas of India and the neighbouring countries.

TRAINING METHODOLOGY

The Training Methodology would include a mix of experiential learning exercises, video recording, skill practice, group work, role-plays and lectures followed by group discussions.

VENUE

The program is fully residential and the participants will be accommodated in air conditioned single rooms. The college does not provide accommodation for the family. College will arrange transport between airport / railway station and venue. The College is WiFi enabled in comprehensive way.

DURATION

The program duration is from March 27 – 31, 2017. The participants are expected to arrive a day before commencement and may leave after the conclusion of the program.

PROGRAM FEE

Rs.54,000/- (US \$1840 if foreign) plus 15% Service Tax per participant will be charged to cover tuition, boarding and lodging, courseware(in electronic form) and other facilities of the College including Internet usage.

Rs.46,500/- plus 15% Service Tax will be charged per Indian participant not availing hostel accommodation to cover tuition, course ware (in electronic form) working lunch and other facilities of the College including internet usage.

A discount of 10% on the Program fee for three or more participants from the same organisation will be given, provided the payment is made in to our Bank account before Friday, March 24, 2017. Bank details are given below.

For Foreign Participants:

Receiver's Correspondent Bank	Bank of America, New York (SWIFT: BOFAUS3N) Via Chips ABA 0959 for Account UID 002473 Via Fedwire 026009593
For Credit of	State Bank of Hyderabad, Treasury Department, Mumbai, India, SWIFT BIC – SBHYINBB002Nostro A/c No.6550992180.
Ultimate Beneficiary	Administrative Staff College of India, Account No.62090698960,State Bank of Hyderabad, Bellavista, Raj Bhavan Road Branch, Hyderabad.

For Indian Participants :

Bank Particulars

Bank Name	State Bank of Hyderabad
Address line 1	6-3-1092, 1st floor, A Block
Address line 2	Raj Bhavan Road Branch, (Bellavista)
Address line 3	Hyderabad – 500 082
Beneficiary Account Name	Administrative Staff College of India
Bank Account Number	62090698675
Bank MICR No	500004008
NEFT IFSC Code	SBHY0020063

Organisational sponsorship is essential

Note: Details of Bank / Wire transfer may be sent to fo@asci.org.in for confirmation.

MEDICAL INSURANCE

The nominees are requested to carry with them the proof of Medical Insurance. The sponsoring agency is required to endorse the nominee's medical coverage in the event of hospitalization.

LAST DATE FOR NOMINATION

Please use the prescribed/attached form. Last date is **March 13, 2017**. Kindly contact Programs Officer for further information(contact details are given at the end of the nomination form).

LAST DATE FOR WITHDRAWAL

March 20, 2017. Any withdrawals after this date will entail forfeiture of fee paid, if any.

ASCI ALUMNI ASSOCIATION

Participants of the College programs will automatically become members of the ASCI alumni association.

CERTIFICATE OF PARTICIPATION

The College issues a Certificate of Participation on conclusion of the program.

Program Director

Dr. Prabhati Pati

E-mail: ppati@asci.org.in

ASCI MANAGEMENT DEVELOPMENT PROGRAMS FOR 2016-17

MANAGEMENT DEVELOPMENT PROGRAMS

Empowering to Lead: Skill Enhancement Program for Young Women Professionals (N)	20-Feb-2017	24-Feb-2017
Ethical Leadership in Public Governance	6-Mar-2017	8-Mar-2017
ENVIRONMENT		
EIA and EMP for Mining Projects	6-Feb-2017	8-Feb-2017
FINANCE		
Strategies for Cost Leadership	30-Jan-2017	1-Feb-2017
Corporate Valuation & Due Dilligence	6-Feb-2017	8-Feb-2017
Business Collaborations - Strategic Alliances,	13-Feb-2017	15-Feb-2017
Joint Ventures and Acquisitions		
Business Risk Management	27-Feb-2017	3-Mar-2017
HEALTHCARE MANAGEMENT		
The Essence of Hospitals (N)	23-Jan-2017	25-Jan-2017
HUMAN RESOURCE MANAGEMENT		
Building and Leading Effective Teams	6-Feb-2017	10-Feb-2017
Mentoring & Coaching : Developing Future Leaders	6-Feb-2017	10-Feb-2017
Strategic Human Resource Management	13-Feb-2017	17-Feb-2017
Managing Creativity and Innovation	20-Feb-2017	22-Feb-2017
Decision Making for Effective Leadership	27-Feb-2017	3-Mar-2017
Human Factors in Workplace Safety (N)	13-Mar-2017	15-Mar-2017
INFORMATION TECHNOLOGY		
IT Enabled Knowledge Management	23-Jan-2017	25-Jan-2017
e-Learning and Digital Education	20-Mar-2017	22-Mar-2017
INFRASTRUCTURE		
Urban Infrastructure Project Preparation and Management	9-Jan-2017	11-Jan-2017
Urban Apps Global Urban Applications with International Component	26-Feb-2017	4-Mar-2017
INNOVATION AND TECHNOLOGY		
Managing Intellectual Property for Competitive Advantage	02-Feb-2017	04-Feb-2017
MARKETING		
Creating Social Value through Corporate Social Responsibility	9-Jan-2017	11-Jan-2017
OPERATIONS		
Project and Contract Management	16-Jan-2017	20-Jan-2017
Procurement Procedures for World Bank Aided Projects	13-Feb-2017	24-Feb-2017
PUBLIC POLICY GOVERNANCE AND PERFORMANCE		
Translating Entrepreneurship to Enterprise	23-Jan-2017	27-Jan-2017
STRATEGIC MANAGEMENT		
Linking HR to Strategy for Organisational Effectiveness for Top and Senior Management (N)	30-Jan-2017	3-Feb-2017
Driving Performance through Transformational Leadership (N)	20-Feb-2017	22-Feb-2017
URBAN GOVERNANCE		
Public Private Partnership in Urban Infrastructure & Service Delivery	6-Feb-2017	8-Feb-2017
Integrated Solid Waste Management	9-Mar-2017	11-Mar-2017



Administrative Staff College of India

Bella Vista, Raj Bhavan Road, Khairatabad,
Hyderabad - 500 082, India.

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Fax : 0091-40-66534356, E-mail: poffice@asci.org.in

Delhi Campus

C-24, Institutional Area

South of IIT, Behind Qutub Hotel

New Delhi - 110 016

Phone Nos: 011 - 26962204, 26961750, 26961850

Website : <http://www.asci.org.in>



ADMINISTRATIVE STAFF COLLEGE OF INDIA

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Fax : 0091-40-66534356, email: poffice@asci.org.in, URL: <http://www.asci.org.in>

Dr. Prabhati Pati
Program Director

January 06, 2017

Program on COMMUNICATION SKILLS FOR MANAGERS (March 27 - 31, 2017)

We have designed a program for helping middle and senior level managers refine their communication skills to meet the challenges of the changing business environment.

Organisations are constantly gearing up to meet the growing demands and expectations of the external as well as the internal customers. Managerial decisions and organisational policies are ineffective unless they are clearly understood by those responsible for implementing them. In this regard, managers have a crucial role to play in persuading the employees to accept and cope with the changes and challenges in the workplace. Managers require a high degree of communication competence to achieve this.

The module on 'Communication Skills for Managers' is a comprehensive and application-oriented package. Your executives will find it both enjoyable and useful for accomplishing their organisational responsibilities and achieving organisational goals. The program focuses on the ways and means to improve organisational communications and employee involvement.

The program brochure and a nomination form are enclosed. Photocopies of the nomination form can be used for multiple nominations. Early nominations are advised to ensure that their nomination is considered on a first-come-first served basis. Kindly contact my office / Programs Office for nominations and clarifications.

Please note that the nominees are requested to carry with them the proof of Medical Insurance. The Sponsoring Agency is required to endorse the nominee's medical coverage in the event of hospitalisation.

With best wishes,

Prabhati Pati

Encl: Program Brochure & Nomination Form



ADMINISTRATIVE STAFF COLLEGE OF INDIA
Bella Vista, Raj Bhavan Road, Hyderabad - 500 082, India

Nomination Form
Program on
COMMUNICATION SKILLS FOR MANAGERS
(March 27 - 31, 2017)

Nominee's Personal Information :

Name	:	_____	Date of Birth	:	_____	
Designation	:	_____				
Organisation	:	_____				
Address	:	_____				
Phone(s)	:	(Off) : _____	(Mobile) :	_____	Home :	_____
e-mail	:	_____		Fax	:	_____
Education	:	_____				

Training Programs Attended : _____

Nominee's Career Profile

Organisation	Position	Responsibility	No. of Years

Expectations from the program :

Medical Insurance :

Name of the Insurance Agency	Policy Number	Validity upto

Note: Coverage should be available in Hyderabad, India.

Amount Payable :	Mode of Payment (DD/Chq) :
Instrument Number :	Date of Instrument :
Name of the Bank :	

Signature of the Sponsoring Authority :

Name :

Designation :

Date :

NOTE : Forward nomination form to : Ms V Naga Swapna, Programs Officer, Administrative Staff College of India, Bella Vista, Hyderabad - 500 082. Phone: 0091-40-66534247, 66533000, Mobile: 09246203535, Telefax: 0091-040-23324365, Fax: 0091-040-66534356, e-mail: poffice@asci.org.in