

Programme on
**Enhancing Interpersonal Effectiveness
for Positive Work Culture**

(December 17-21, 2024)



Administrative Staff College of India
(accredited as उत्कृष्ट by Capacity Building Commission, GoI)

PROGRAMME OVERVIEW

A positive culture in the workplace is essential for fostering a sense of pride and ownership amongst the employees. When people take pride, they invest their future in the organisation and work hard to create opportunities that will benefit the organisation. By identifying and rewarding those who are actively striving towards creating a positive work culture, and supporting others around them, companies can encourage others to do the same. Positive attitudes and behavior in the workplace are the direct results of effective leadership and a positive management style.

Interpersonal relationship is a key factor for achieving organisational goals. However, there has been little effort by organisations to enable their managers to develop the skills of interpersonal relationship. This programme is designed to bridge the gap.

Although the programme is based on the simple but profound theory of Transactional Analysis, it is designed keeping in mind the need for managers to internalize the concepts within the short duration of the training programme.

PROGRAMME OBJECTIVES

- ◆ **Enhance Emotional Intelligence:** Improve employees' ability to recognize, understand, and manage their own emotions and those of others, fostering empathy and stronger relationships.
- ◆ **Improve Communication Skills:** Develop effective verbal and non-verbal communication skills, including active listening, clear messaging, and feedback delivery.
- ◆ **Strengthen Collaboration:** Encourage teamwork and collaboration across departments to achieve shared goals and improve overall productivity.
- ◆ **Develop Conflict Resolution Skills:** Equip employees with the tools and techniques to resolve conflicts constructively and prevent them from escalating.
- ◆ **Foster a Positive Work Culture:** Create an environment where employees feel valued, respected, and motivated to contribute to the organization's success.

PROGRAMME STRUCTURE AND CONTENT

Module 1: Introduction to Interpersonal Effectiveness

- ◆ **Understanding Interpersonal Effectiveness:** Overview of interpersonal effectiveness and its impact on work culture.
- ◆ **Self-Assessment:** Tools and exercises to assess current interpersonal skills and areas for improvement.

Module 2: Emotional Intelligence

- ◆ **Self-Awareness:** Techniques for recognizing and understanding personal emotions and triggers.
- ◆ **Empathy and Social Awareness:** Strategies for understanding and responding to the emotions of others.
- ◆ **Self-Regulation:** Methods for managing emotions, particularly in stressful situations.

Module 3: Communication Skills

- ◆ **Active Listening:** Techniques for effective listening, including summarizing, clarifying, and providing feedback.
- ◆ **Effective Verbal Communication:** Strategies for clear, concise, and respectful communication.
- ◆ **Non-Verbal Communication:** Understanding the role of body language, facial expressions, and tone of voice.

Module 4: Collaboration and Teamwork

- ◆ **Building Trust:** Activities to foster trust and mutual respect within teams.
- ◆ **Collaborative Problem-Solving:** Techniques for working together to solve problems and make decisions.
- ◆ **Cross-Functional Collaboration:** Strategies for effective collaboration across different departments and functions.

Module 5: Conflict Resolution

- ◆ **Identifying Conflict:** Recognizing potential conflicts early and understanding their root causes.
- ◆ **Conflict Management Styles:** Understanding different conflict management styles and their appropriate use.
- ◆ **Mediation and Negotiation:** Techniques for resolving conflicts constructively and reaching win-win solutions.

Module 6: Fostering a Positive Work Culture

- ◆ **Inclusivity and Respect:** Promoting diversity, equity, and inclusion within the workplace.
- ◆ **Recognition and Appreciation:** Strategies for recognizing and rewarding positive behavior and contributions.
- ◆ **Continuous Improvement:** Encouraging ongoing development of interpersonal skills and their application in daily work.

PARTICIPANT PROFILE

The programme is designed for all employees across the organization, with a particular focus on:

- ▶ **Team Leaders and Managers:** To model and reinforce interpersonal effectiveness within their teams.

- ▶ HR Professionals: To support the development of a positive work culture across the organization.
- ▶ Cross-Functional Teams: To enhance collaboration and communication among diverse groups.

Organisational sponsorship is essential

VENUE

The programme is fully residential and the participants will be accommodated in air conditioned single occupancy rooms. The college does not provide accommodation for the family. The college is Wi-Fi enabled in a comprehensive way.

DURATION

The programme duration is 5 days starting from **December 17-21, 2024**. The participants are expected to arrive a day before commencement and may leave after the conclusion of the programme.

PROGRAMME FEE

Residential Fee: Rs. 69,500/- (US \$1086 for foreigners) plus GST as applicable, presently 18% per participant. The fee covers tuition, board and lodging, courseware (in electronic form), and other facilities of the College including internet usage.

Non-Residential Fee: Rs.59,500/- plus GST as applicable, presently 18% per participant. The fee covers tuition, courseware (in electronic form) working lunch, and other facilities of the College including internet usage.

A discount of 10% on the Programme fee for three or more participants from the same organisation will be given, provided the payment is credited into our Bank account before **December 13, 2024**.

Note: Kindly forward us the details of Bank/Wire transfer of fee payment indicating the **Programme Code (Prg/24 - 25/1/120)** to **poffice@asci.org.in** for confirmation.

Bank details are given below:

For Indian Participants :

Bank Account Number 62090698675
Beneficiary Name Administrative Staff College of India
IFSC Code SBIN0020063
Bank Name State Bank of India
Branch Address Bellavista Branch, Raj Bhavan Road, Somajiguda, Hyderabad - 500 082

For Foreign Participants:

Bank Account Number 62090698675
Beneficiary Name Administrative Staff College of India
Swift Code SBININBB327
Bank Name State Bank of India
Branch Address Bellavista Branch, Rajbhavan Road, Somajiguda, Hyderabad - 500 082.
Country India

MEDICAL INSURANCE

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

LAST DATE FOR NOMINATION

Please use the prescribed/attached form. Last date for receiving nominations is **December 03, 2024**. Kindly contact Programmes Officer for further details (contact details are given at the end of the nomination form).

LAST DATE FOR WITHDRAWAL

December 10, 2024. Any withdrawals after this date will entail forfeiture of fee paid, if any.

ASCI ALUMNI ASSOCIATION

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

CERTIFICATE OF PARTICIPATION

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

Programme Director

Prof. J Swarnalatha

e-mail: swarnalathaa.j@asci.org.in



ABOUT ASCI

ASCI is the first management development institution set up in the country at the instance of the Government of India and industry in 1956 to impart state-of-the-art management education for practicing managers, a legacy that we proudly take forward with a strong alumni of over 1,69,000. We are proud of our alumni which includes the leaders of Indian industry and senior Civil Servants in the government, public sector undertakings to be a part of this unique organisation. We are thankful to you all for the support extended in the past and look forward to your continuing patronage in 2024-25.

Also, ASCI conducts customized programmes for Government of India, State Governments, Public Sector, Private Sector and various international organisations. Our experienced faculty bring to the table a wealth of academic credentials, rich industry exposure and act as a catalyst in the classroom discussions, case study analyses and tutorials. Our faculty also conduct international programmes which provide an exposure to the global best practices. In addition to this, faculty at ASCI also carry out large number of management research activities (typically about 100 each year) which helps them provide the much needed value addition in the training programmes. In addition, we conduct non-residential programmes at our New Delhi Centre as well as off-campus programmes at the venue of the client's choice.



Administrative Staff College of India

Bella Vista, Raj Bhavan Road, Khairatabad,
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College Park Campus

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Hyderabad - 500 034.

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Delhi Campus

C-24, Institutional Area
South of IIT, Behind Qutub Hotel
New Delhi-110 016.

Tel: 011-26962204, 26961750, 26961850



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

Nomination Form

Programme on

**Enhancing Interpersonal Effectiveness
for Positive Work Culture**

(December 17-21, 2024)

Nominee's Contact Information :

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

Sponsor's Details

Name of the Sponsoring Authority _____	Designation _____
Organisation :	_____
GSTIN No. :	_____
Address :	_____

	Pincode : _____
Phone(s) :	(Off) : _____
	(Mobile) : _____
e-mail :	_____
	Fax : _____

Fee Particulars

Amount Payable :	_____	Mode of Payment (DD/Chq/NEFT) :	_____
Name of the Bank :	_____	Date of Instrument/Transfer :	_____
Instrument Number :	_____	UTR Number for NEFT :	_____

Medical Insurance

Name of the Insurance Agency	Policy Number	Validity upto
Note : Coverage should be available in Hyderabad, India		

Signature and Official Seal of the Sponsoring Authority :

NOTE : Forward nomination form to : **Mr. G. Sreenivasa Reddy, Programmes Officer**, Administrative Staff College of India, Bella Vista, Hyderabad-500 082. Phone : 0091-40-66534247, 66533000, Mobile: 9246203535, Fax : 0091-40-66534356, e-mail: poffice@asci.org.in