



MANAGEMENT DEVELOPMENT PROGRAM

THEME

Effective Communication & Corporate Etiquettes



DATE & TIME

31 August, 2024
11 AM to 6 PM



VENUE

104B-105, Brilliant
Titanium,
Scheme No. 78 Part II
Vijay Nagar Indore-452010



RESOURCE PERSON

Mr. C. Sumant

Organized Jointly By

ISTD Indore Chapter

NHRDN Indore Chapter

Shri Vaishnav Vidyapeeth Vishwavidyalaya

ABOUT ISTD

The Indian Society for Training & Development (ISTD), established in April 1970, is a national level professional & non-profit society registered under the Societies Registration Act, 1860. It has a large membership of individuals and institutions involved in the area of training and development of Human Resource from Government, Public and Private Sector Organization & Enterprises; Educational and Training Institutions and other Professional Bodies. ISTD, New Delhi started its Indore Chapter in the year 1998. Main Activities of the Indore Chapter are to involve all the executives working in the area of improving HR Management and related areas in the movement of improving HRD activities in this region of the country. In this direction, Indore Chapter organizes monthly meetings of ISTD members, also conducting training programs for the executives on All India basis in general.

ABOUT ISTD INDORE CHAPTER

ISTD Indore Chapter was established in 1998 under the able leadership of Dr. Upinder Dhar as first chairman and then Director of Prestige Institute of Management and Research, Indore. Dr. Upinder Dhar was later elected as Vice President western region in 2005- 2006, National Vice President 2007-2008 and National President 2008-2009. "Indore chapter was conferred Best Small Chapter Award thrice, first in 2002-2003, second in 2017-2018, and third in 2018-2019 all times under the Chairpersonship of Dr. Santosh Dhar. Dr. Upinder Dhar and Dr. Santosh Dhar received the ISTD Fellowship in 2003 and 2006 respectively. Indore chapter is one of the most active chapters of the country organizing monthly meetings regularly followed by expert lecture, conducting one MDP almost every month, besides releasing e-newsletter quarterly. The Chapter celebrates foundation day every year on April 10 besides organizing regional convention every year. The Chapter is also working on associate membership drive. In lieu of the Golden Jubilee year, the Chapter is organizing various activities for under privileged sections of the society like computer awareness for students of the weaker section , the importance of saving, financial investments and various investment plans and how to avail the Govt. subsidies available.

ABOUT NHRDN INDORE CHAPTER

The National HRD Network is the national apex body of professionals committed to promoting HRD movement in the country and enhancing the capabilities of human resource professionals to compete globally, thereby creating value for society. Towards this end, National HRD Network is committed to the development of human resources through education, training, research and experience sharing. Established over 28 years ago, NHRD is an autonomous, not-for-profit professionally managed organization, playing a catalyst role in grooming leaders for tomorrow.

ABOUT SVVV

Shri Vaishnav Vidyapeeth Vishwavidyalaya is a private university established under Madhya Pradesh Niji Vishwavidyalaya (Sthapana Avam Sanchalan) Adhiniyam in 2015 at Indore (India). The University has been established with a vision to be a leader in shaping better future for mankind through quality education, training and research. It shall pursue its mission to make a difference in sustaining the growth of global societies by developing socially responsible citizens. Value based education being at the helm, the University shall promote endurance, excellence, fairness, honesty and transparency as its core values. Some of the objectives of the University are as under: To provide teaching and training in higher education and to make provision for research as well as advancement and dissemination of knowledge; To ensure world class quality in its offerings and create higher levels of intellectual abilities; To create centres of excellence for research and development for sharing knowledge and its applications.

WHO SHOULD ATTEND

Junior Level Executives

REGISTRATION FEES :

For Non-ISTD and Non NHRDN Members- Rs 1500/- plus 18% GST

For ISTD and NHRDN Members

(Institutional/Individual / Sponsored)- Rs 1200/- plus 18% GST

Investment once made will not be refunded. However, a substitute delegate is acceptable. 20% discount on 5 and above delegates participating from one organization. Account Name: ISTD Indore Bank Name: Punjab National Bank Branch: PIMR Scheme No.54, Indore Account No.: 2892012100000160 IFSC Code: PUNB0625100 Convener: Dr. D. T. Manwani 09300289088 For Details Contact: Dr. Aditi Veda, Honorary Secretary, ISTD Indore Chapter, Mob.9425325388.

INTRODUCTION

One of the important reasons why modern day organized Retailing has been so successful is because they provide excellent 'Buying Experience' to their customers. The modern and upwardly consumers do not just buy products, they also need an excellent buying experience. This is also equally true for all the modern corporate interactions. Success here depends not only on the knowledge and skills of a manager, but eventually also on the kind of 'Interaction Experience' he / she provides to the person across. Corporate Etiquettes and well Groomed Personality imparts this 'Interaction Experience' to a Manager. The Session should help the Participants understand appropriate behavioural and communicational patterns to present more professional personality.

OBJECTIVES OF THE MDP

This Management Development Program aims:

- Knowing The true ingredients of Corporate Communication ,Personality and Etiquette
- Understanding the impact of Professional Behaviour
- Be able to Communicate effectively with clients and Peers
- Be able to develop respectful relationships

EXPECTED OUTCOMES OF THE MDP

Participants will be able to

1. Communicate with empathy.
2. Correlate Communication with the process of relationship development.
3. Develop professional behaviour and Personality.
4. Develop Gender Sensitivity towards colleagues and peers.

SCHEDULE

Time	Activity	Activity Detail
11:00 AM- 11:30 AM	Inaugural	Inaugural & Icebreaking
11:30 AM- 12:30 PM	Anatomy of Effective Communication	<ul style="list-style-type: none"> • Role of 'Information' and 'Emotion / Feeling' in human communication • The 'Results' and 'Relationship' as the building blocks of 'Effective Communication' • The Process of Relationship building : 'Impressions' to 'Skills and Competencies' to 'Character'
12:30 PM- 01:30 PM	Communication & Etiquettes	<ul style="list-style-type: none"> • Meeting People • Business Meetings • Handling Online Meetings
01:30 PM- 02:00 PM	Interpersonal & Workplace Skills	<ul style="list-style-type: none"> • Constructive Conflict Handling
02:00 PM- 02:45 PM	LUNCH BREAK	
02:45 PM- 3:30 PM	Etiquettes	<ul style="list-style-type: none"> • Personal Dressing Grooming • Professional Conduct
3:30 PM- 4:00 PM	Etiquettes	<ul style="list-style-type: none"> • Handling Mobile Telephony
4:00 PM- 4:15 PM	Tea Break	
4:15 PM- 5:00 PM	Interpersonal & Workplace Skills	<ul style="list-style-type: none"> • Body Language • Hygiene and Proximities
5:00 PM- 6:00 PM	Communication & Etiquettes	Writing Professional E-Mail
6:00 PM- 6:15 PM	Winding-Up	p Question-Answers , Feedback & Valedictory.