



ADMINISTRATIVE STAFF COLLEGE OF INDIA

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

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Dr. Prabhati Pati
Programme Director

November 14, 2017

Programme on **COMMUNICATION SKILLS FOR MANAGERS**

(January 29 - February 02, 2018)

We have designed a programme 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 programme focuses on the ways and means to improve organisational communications and employee involvement.

The programme 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 / Programmes 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: Programme Brochure & Nomination Form

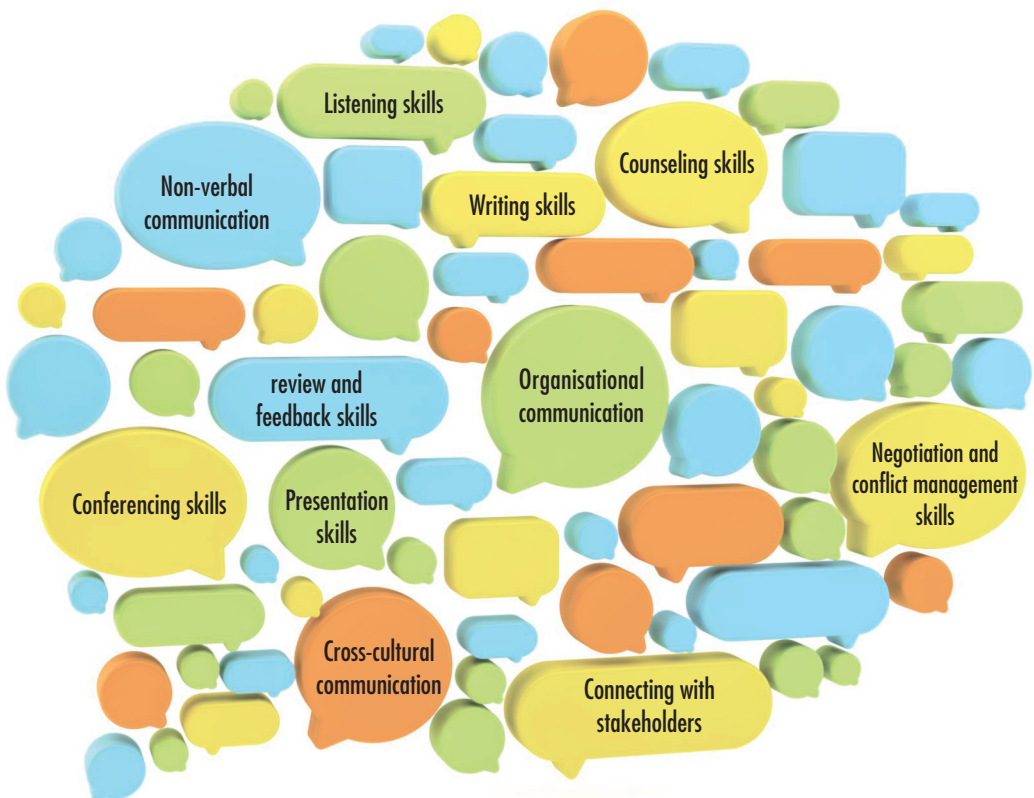


asci
Leadership through Learning

Programme on

COMMUNICATION SKILLS FOR MANAGERS

January 29–February 02, 2018



Administrative Staff College of India

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 programme 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.

PROGRAMME OBJECTIVES

The present Programme 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.

PROGRAMME CONTENT

The programme 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 programme 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 programme 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 programme duration is from **January 29 – February 02, 2018**. The participants are expected to arrive a day before commencement and may leave after the conclusion of the programme.

PROGRAMME FEE

Rs. 54,000/- (US \$1840 if foreign) plus 18% GST per participant. The fee covers tuition, boarding and lodging, courseware(in electronic form) and other facilities of the College including Internet usage.

Non-Residential Fee : Rs.46,500/- plus 18% GST per participant. The fee covers tuition, course ware (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 made in to our Bank account before **January 25, 2018**. Bank details are given below.

For Foreign Participants:

Receiver's	Bank of America, New York (SWIFT: BOFAUS3N)
Correspondent Bank	Via Chips ABA 0959 for Account UID 002473 Via Fedwire 026009593
For Credit of	State Bank of India, Treasury Department, Mumbai, India, SWIFT BIC – SBININBBH04Nostr A/c No.6550992180.
Ultimate Beneficiary	Administrative Staff College of India, Account No.62090698960, State Bank of India, Bellavista Branch, Raj Bhavan Road, Hyderabad.

For Indian Participants :

Bank Name	State Bank of India
Address line 1	6-3-1092, 1st floor, A Block
Address line 2	Bella Vista Branch, Raj Bhavan Road
Address line 3	Hyderabad – 500 082

Beneficiary A/c Name	Administrative Staff College of India
Bank A/c Number	62090698675
Bank MICR No	500002306
NEFT IFSC Code	SBIN0020063

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 **January 15, 2018**. Kindly contact Programmes Officer for further information(contact details are given at the end of the nomination form).

LAST DATE FOR WITHDRAWAL

January 22, 2018. 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

Dr. Prabhati Pati

E-mail: ppati@asci.org.in

ASCI Management Development Programs for 2017-18

MANAGEMENT DEVELOPMENT PROGRAMMES

General Management Programme for Senior Executives (SEC) - 130	08/Jan/2018	02/Feb/2018
ASCI-NRCR Joint Certification Course on Improved Management of Land Acquisition, Resettlement & Rehabilitation (LARR)	29/Jan/2018	09/Feb/2018

ENVIRONMENT

Environmental Impact Assessment for River Valley and Irrigation Projects	27/Nov/2017	29/Nov/2017
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FINANCE

Finance for Non-Finance Executives	04/Dec/2017	06/Dec/2017
Strategies for Cost Leadership	08/Jan/2018	10/Jan/2018
Treasury and Risk Management in Banks/Financial Institutions	22/Jan/2018	24/Jan/2018
Business Collaborations - Strategic Alliances, Joint Ventures and Acquisitions	29/Jan/2018	31/Jan/2018
Business Risk Management	05/Feb/2018	09/Feb/2018
Advanced Financial Management	12/Feb/2018	14/Feb/2018
Evaluating and Financing Public Private Partnership Projects	26/Feb/2018	2/Mar/2018

HEALTHCARE MANAGEMENT

Certificate Course in Healthcare Quality	10/Jan/2018	12/Jan/2018
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HUMAN DEVELOPMENT

Best Practices and Innovations in Health Care Delivery	15/Nov/2017	17/Nov/2017
Educational Leadership for Senior Level Officials of Universities/Educational Institutions	22/Jan/2018	24/Jan/2018

HUMAN RESOURCE MANAGEMENT

Improving Work Culture	20/Nov/2017	22/Nov/2017
Good Governance and Sustainability through HR Practices	27/Nov/2017	29/Nov/2017
Individual Excellence for Organizational Effectiveness	27/Nov/2017	01/Dec/2017
Leadership Engagement and Development	04/Dec/2017	08/Dec/2017
Conflict Management and Negotiation Skills	11/Dec/2017	13/Dec/2017
Team Dynamics- Activity Based Approach	11/Dec/2017	15/Dec/2017
Leadership Skills Development	18/Dec/2017	22/Dec/2017
Values Driven Leadership	08/Jan/2018	10/Jan/2018
Effective Learning and Development	08/Jan/2018	12/Jan/2018
Communication Skills for Managers	29/Jan/2018	02/Feb/2018
Building and Leading Effective Teams	05/Feb/2018	09/Feb/2018
Enhancing Interpersonal Effectiveness through Transactional Analysis	05/Feb/2018	07/Feb/2018
Positive Organizational Behaviour	12/Feb/2018	14/Feb/2018
Strategic Human Resource Management with International Study Tour (Singapore and Malaysia)	12/Feb/2018	24/Feb/2018
Decision Making for Effective Leadership	19/Feb/2018	23/Feb/2018
Strategic Human Resource Management	26/Feb/2018	02/Mar/2018
Managing Creativity & Innovation	05/Mar/2018	07/Mar/2018

INFORMATION TECHNOLOGY

Leveraging Big Data and Analytics	20/Dec/2017	22/Dec/2017
IT Enabled Knowledge Management	29/Jan/2018	31/Jan/2018
e-Learning and Digital Education	26/Mar/2018	28/Mar/2018

INFRASTRUCTURE DEVELOPMENT

Homes for All: Attaining the National Agenda	23/Nov/2017	25/Nov/2017
Urban Infrastructure Project Preparation and Management	22/Feb/2018	24/Feb/2018

INNOVATION AND TECHNOLOGY

Strategic R & D Management	11/Dec/2017	13/Dec/2017
Managing Strategic Innovation	22/Jan/2018	24/Jan/2018

MARKETING

Creating Social Value Through Corporate Social Responsibility	11/Dec/2017	13/Dec/2017
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OPERATIONS

Procurement Procedures for The World Bank Aided Projects	06/Nov/2017	17/Nov/2017
Materials and Supply Chain Management	27/Nov/2017	01/Dec/2017
Project and Contract Management	08/Jan/2018	12/Jan/2018
Procurement Procedures for The World Bank Aided Projects	12/Feb/2018	23/Feb/2018

PUBLIC POLICY GOVERNANCE AND PERFORMANCE

Translating Entrepreneurship to Enterprise	04/Dec/2017	08/Dec/2017
D Rama Rao		

STRATEGIC MANAGEMENT

Driving Performance through Transformational Leadership	19/Feb/2018	23/Feb/2018
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URBAN GOVERNANCE

Soft Skills for Professionals in Urban Management	28/Aug/2017	30/Aug/2017
GIS for Governance- Decision Support System	04/Sep/2017	06/Sep/2017
International Training Programme on Smart Cities – Study Tour: (India & China)	23/Oct/2017	31/Oct/2017
Towards Universal Sanitation in Urban Areas	11/Dec/2017	13/Dec/2017
GIS for Urban Development	18/Jan/2018	20/Jan/2018
Public Private Partnership in Urban Infrastructure & Service Delivery	07/Feb/2018	09/Feb/2018
Integrated Solid Waste Management	12/Mar/2018	14/Mar/2018

LONG DURATION PROGRAMME

Business Management for Armed Forces Officers	05/Jun/2017	17/Nov/2017
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Hyderabad - 500 082, India.

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Phone : 0091-40-66534247, Fax : 0091-40-66534356

Delhi Campus

C-24, Institutional Area
South of IIT, Behind Qutub Hotel

New Delhi-110 016.

Tel: 011-26962204, 26961750, 26961850



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Bella Vista, Raj Bhavan Road, Hyderabad - 500 082, (India)

Nomination Form
Programme on
COMMUNICATION SKILLS FOR MANAGERS
(January 29 - February 02, 2018)

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 :	_____
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 of the Sponsoring Authority :

NOTE : Forward nomination form to : **Ms. V. Naga Swapna, Programmes Officer**, Administrative Staff College of India, Bella Vista, Hyderabad-500 082. Phone : 0091-40-66534247, 66533000, Mobile: 9246203535, Telefax: 0091-040-23324365, Fax : 0091-40-66534356, e-mail: poffice@asci.org.in