

F.No. 8/(1)3/2011-12-UTCS(TS-IV)

Dated: .06.2011

CIRCULAR

The Directorate of Training is entrusted with the basic responsibility of conducting training programmes for various levels of officials/officers in various areas of administration. The Directorate has identified subjects relating to Personality Development. The two-day training course on “**Communication Skills and Personality Development**” is an important course in this list. The Course will be held on **04.07.2011 and 05.07.2011 (Monday & Tuesday)**.

IMPORTANCE OF THE COURSE

The ability to communicate is the primary factor that distinguishes human beings from animals. And the ability to communicate will distinguish one individual from another. Effective communication is an important attribute of the personality. Course on Communication Skills is intended to highlight the importance of communication and develop skills for effective discharge of official and social duties.

TARGET BENEFICIARIES OF THE COURSE

The Course has been designed to benefit all lower/middle level functionaries in the Government, its local/autonomous bodies, public sector undertakings. Training Module / Learning Units are enclosed.

OBJECTIVES OF THE COURSE

At the end of the Course, the participants will be able to:

1. Explain types of communication.
2. List characteristics of effective communication.
3. Explain effect of communication in Personality.

CONTENTS OF THE COURSE

1. Understanding Communication and Communication Processes.
2. Types of Communication and technical aid to communicate.
3. Developing Communication Skills.
4. Importance of Communication Skills in the Government Sector.
5. Methods of Communication in the Government Sector.
6. Communication Skills and Public Dealing.
7. Essential Communication Skills.
8. Communication and Personality – its effect.

METHODOLOGY OF THE COURSE

The Course would be conducted by experts who are experienced in the area of **Communication Skills and Personality Development**. While lecture method would be generally followed, case studies, group discussions and documentaries may also be included in some sessions. The Course would be interactive and participants encouraged to raise questions and get the doubts cleared.

NOMINATIONS FOR THE COURSE

1. The Course envisages class strength of 40 Participants.
2. Nominations shall be accepted on first-come-first-serve basis.
3. Nomination letter along with bio-data of the participants in the format prescribed (enclosed) may be sent by **27.06.2011**.
4. **Nominations received after 27.06.2011 may not be entertained.**
5. Outstation participants are requested to proceed for training only after receipt of confirmation of acceptance of nomination.

OTHER INSTRUCTIONS

1. Participants are expected to observe punctuality and regularity.
2. Participants are expected to keep their mobile phones **on silent mode** during the training sessions.
3. Participants are expected to complete exercises/questionnaires, if any, distributed by the faculty during any training session and also fill up the feedback form.
4. Participants are expected to utilize the knowledge gained during the training for efficient discharge of their duties.
5. Participants may contact the undersigned for any information/clarification on training course.
6. Filled up Bio-data forms of nominated officials may be forwarded by department.
7. Bio-data form is available in the department's website www.utcs.delhigovt.nic.in under 'Training'.
8. Contact/correspondence may be made on Phone Nos. 22303843, 0-9810852945, Fax No. 22308556 and through Email address adtrg4utcs.delhi@nic.in


(CATHERINE MATHAI)
Assistant Director (Trg.)

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Dated: 02.06.2011

Copy for information to:

1. All HODs / Local/ Autonomous Bodies and State Undertakings /Corporations with the request to encourage their officers to avail the benefit of this training.
2. PA to Spl. Secretary-cum-Spl. Director (Trg.), Dte. of Training, UTCS.
3. Estate Officer, Directorate of Training: UTCS for uploading on the website of the Department.


(CATHERINE MATHAI)
Assistant Director (Trg.)

TRAINING MODIFICATION ON COMMUNICATION SKILLS

Name of the Package of Courses		Personality Development		
Duration of the Course		Two days (25 th & 26 th April, 2011)		
Number of Sessions		8 (Eight)		
Training Branch		IV		
Name of Course Coordinator		Ms. Catherine Mathai, Assistant Director		
Session	Duration	Topic		
Session – I 10.00 am- 11.15am	75 Min.	Understanding communication and communication processes		
Tea				
Session – II 11.30 am- 12.45 pm	75 Min.	Types of communication and technical aid to Communication		
Lunch				
Session – III 01.45 pm- 03.00 pm	75 Min.	Developing Communication Skills		
Tea				
Session – IV 03.15 pm- 04.30 pm	75 Min.	Importance of communication skills in the government sector		
Session – V 10.00 am- 11.15am			75 Min.	Methods of communication in the government sector
Tea				
Session – VI			75 Min.	