

F.No. 8(1)5/2011-12-UTCS(TS-IV)/

Dated: -03-2011

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. A one-day training course on "**Etiquettes and Personality Development**" is an important course in this list. The Course will be held on **09.05.2011 (Monday)**.

IMPORTANCE OF THE COURSE

Etiquettes have a very important role to play towards building up of team spirit and organizational culture in a department. As such there is a need to build up etiquettes in the government servants. The Directorate of Training, UTCS through its suitably designed modules, looks forward to imbibe etiquettes in government servants through training programmes.

TARGET BENEFICIARIES OF THE COURSE

The Course has been designed to benefit all middle / lower 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. Understand the need for etiquettes in the organization,
2. list out etiquettes on different situations and interactions.

CONTENTS OF THE COURSE

1. Etiquettes – Society, Culture and Customs
2. Etiquettes and Individuals
3. Etiquettes and Organizations
4. Etiquettes and Personality

METHODOLOGY OF THE COURSE

The Course would be conducted by experts who are experienced in the area of Etiquettes 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 their 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 **02.05.2011**.
4. Nominations received after **02.05.2011 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 during the training session and also fill up the feedback form.
4. Participants are expected to utilize the knowledge gained during the training for

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, 094116852945, Fax No. 22308556 and through Email address adtrg4utcs.delhi@nic.in.


 (CATHERINE MATHAI)
 Assistant Director - IV (Trg.)
 Tel. No. 22303843

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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. S.O. to the Chief Secretary, Govt. of N.C.T. of Delhi, Delhi Secretariat, Delhi.
3. PS to Pr. Secretary (Trg.), Govt. of N.C.T. of Delhi, Delhi Secretariat, Delhi.
4. PA to Spl. Secretary-cum-Spl. Director (Trg.), Dte. of Training, UTCS.
5. Estate Officer, Directorate of Training: UTCS for uploading on the website of the Department.


 (CATHERINE MATHAI)
 Assistant Director - IV (Trg.)

TRAINING MODULE
PERSONALITY DEVELOPMENT

Name of the Package of Courses		Personality Development
Duration of the Course		One day (09 th May, 2011)
Number of Sessions		4 (Four)
Training Branch		IV
Name of Course Coordinator		Ms. Catherine Mathai, Assistant Director
Session	Duration	Topics
09.05.2011 (Monday) Session - I 10.00 am- 11.15am	75 Min.	Etiquettes - Society, Culture and Customs
Tea		
Session - II 11.30 am- 12.45 pm	75 Min.	Etiquettes and Individual
Lunch		
Session - III 01.45 pm- 03.00 pm	75 Min.	Etiquettes and Organization
Tea		
Session - IV 03.15 pm- 04.30 pm	75 Min.	Etiquettes and Personality

**LEARNING UNITS OF TRAINING SESSIONS ON
 ETIQUETTES AND PERSONALITY DEVELOPMENT**

Name of the Package of Courses		Personality Development		
Duration of the Course		One day (09 th May, 2011)		
Number of Sessions		4 (Four)		
Training Branch		IV		
Name of Course Coordinator		Ms. Catherine Mathai, Assistant Director		
Enabling Objectives	Contents & Sequence	Method of Training	Training Material and aid	Performance Aid
09.05.2011 (Monday) Session – I	Etiquettes – Society, Culture and Customs			
An Overview	<ul style="list-style-type: none"> - What is meant by Etiquettes? - Etiquettes and social graces - Etiquettes and manners - Etiquettes and culture - Social customs and Etiquettes 	Lecture, PPT	Computer, Projector, White Board etc.	Handouts (if required)
Session – II	Etiquettes and individuals			
	<ul style="list-style-type: none"> - Freedom Vs Etiquettes - Elitism Vs Etiquettes - Snobbism Vs Etiquettes - Personal Etiquettes 	Lecture, PPT	Computer, Projector, White Board etc.	Handouts (if required)
Session – III	Etiquettes and Organization			
	<ul style="list-style-type: none"> - Etiquettes with Public Representatives - Etiquettes with Public - Etiquettes with Seniors - Etiquettes with Subordinates - Etiquettes with Ladies - Etiquettes with Children - Etiquettes with Senior Citizens - Etiquettes with disabled 	Lecture, PPT	Computer, Projector, White Board etc.	Handouts (if required)
Session – IV	Etiquettes and Personality			
	<ul style="list-style-type: none"> - Disciplined Personality - Balanced Personality - Amiable Personality - Virtuous Personality 	Lecture, PPT	Computer, Projector, White Board etc.	Handouts (if required)