

F.No. 8/(1)3/2012-13-UTCS(TS-IV)/ 3420 - 3586

Dated: 05.03.2012

### 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 from 26.04.2012 to 27.04.2012 (Thursday & Friday).

#### IMPORTANCE OF THE COURSE

The ability to communicate to the primary factor that distinguishes human beings for 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.

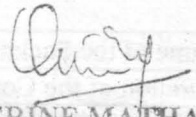
#### NOMINATIONS FOR THE COURSE

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 may be sent by **19.04.2012**.
4. **Nominations received after 19.04.2012 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](http://www.utcs.delhigovt.nic.in) under 'Training'.
8. Contact/correspondence may be made on Phone Nos. 22303843, Fax No. 22308556 and through Email address [adtrg4utcs.delhi@nic.in](mailto:adtrg4utcs.delhi@nic.in).



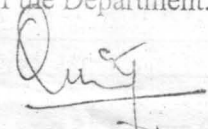
(CATHERINE MATHAI)  
Assistant Director (Trg.)  
Tele Fax No. 22303843

F.No. 8/(1)3/2011-12-UTCS(TS-IV)/ 3420 - 2586

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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. Estate Officer, Directorate of Training: UTCS for uploading on the website of the Department.



(CATHERINE MATHAI)  
Assistant Director (Trg.)

**TRAINING MODULE ON COMMUNICATION SKILLS AND  
PERSONALITY DEVELOPMENT**

Name of the Package of Courses		Personality Development
Duration of the Course		Two days
Number of Sessions		8 (Eight)
Training Branch		IV
Name of Course Coordinator		Ms. Catherine Mathai, Assistant Director
<b>Session</b>	<b>Duration</b>	<b>Topic</b>
<b>DAY - 1</b>		
<b>Session - I</b> 10.00 am- 11.15am	75 Min.	Understanding communication and communication processes
Tea		
<b>Session - II</b> 11.30 am- 12.45 pm	75 Min.	Types of communication and technical aid to Communication
Lunch		
<b>Session - III</b> 01.45 pm- 03.00 pm	75 Min.	Developing Communication Skills
Tea		
<b>Session - IV</b> 03.15 pm- 04.30 pm	75 Min.	Importance of communication skills in the government sector
<b>DAY - 2</b>		
<b>Session - V</b> 10.00 am- 11.15am	75 Min.	Methods of communication in the government sector
Tea		
<b>Session - VI</b> 11.30 am- 12.45 pm	75 Min.	Communication Skills and Public Dealing
Lunch		
<b>Session - VII</b> 01.45 pm- 03.00 pm	75 Min.	Essential Communication Skills
Tea		
<b>Session - VIII</b> 03.15 pm- 04.30 pm	75 Min.	Communication and Personality - its effect