

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
DIRECTORATE OF TRAINING: UNION TERRITORIES CIVIL SERVICES
Institutional Area, Vishwas Nagar, Behind Karkardooma Courts, Shahdara, Delhi – 110032
Tele Fax : 22303843, Fax No. 22308556, Email: adtrg4utcs.delhi@nic.in

F.No. 8/(1)3/2012-13-UTCS(TS-IV)/ 11769-11934

Dated: 30.06.2012

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 **14.06.2012 to 15.06.2012 (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 **07.06.2012**.
4. **Nominations received after 07.06.2012 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

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

Catherine Mathai

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

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Copy for information to:

- All HODs / Local/ Autonomous Bodies and State Undertakings / Corporations with the request to encourage their officers to avail the benefit of this training.
- Estate Officer, Directorate of Training: UTCS for uploading on the website of the Department.

Catherine Mathai

(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 |
| Session | Duration | Topic |
| DAY - 1 | | |
| Session - I | 75 Min. | Understanding communication and communication processes |
| 10.00 am- 11.15am | | |
| Tea | | |
| Session - II | 75 Min. | Types of communication and technical aid to Communication |
| 11.30 am- 12.45 pm | | |
| Lunch | | |
| Session - III | 75 Min. | Developing Communication Skills |
| 01.45 pm- 03.00 pm | | |
| Tea | | |
| Session - IV | 75 Min. | Importance of communication skills in the government sector |
| 03.15 pm- 04.30 pm | | |
| DAY - 2 | | |
| Session - V | 75 Min. | Methods of communication in the government sector |
| 10.00 am- 11.15am | | |
| Tea | | |
| Session - VI | 75 Min. | Communication Skills and Public Dealing |
| 11.30 am- 12.45 pm | | |
| Lunch | | |
| Session - VII | 75 Min. | Essential Communication Skills |
| 01.45 pm- 03.00 pm | | |
| Tea | | |
| Session - VIII | 75 Min. | Communication and Personality - its effect |
| 03.15 pm- 04.30 pm | | |

Estate Officer
Directorate of Training UTCS
Vishwas Nagar Delhi - 32