

Management Development Programme



Integrating Soft Skills for
Effective Performance



VIGNANA JYOTHI INSTITUTE OF MANAGEMENT

(Approved by All India Council for Technical Education, Ministry of Human Resource Development, Government of India)

HYDERABAD

Introduction

Soft skills are among the essential conditions of social interaction. They pervade the entire range of professional relationships and play a key role in business transactions. With the information revolution and socio-economic changes in the new millennium, the importance of soft skills has increased. The whole world has become a global market and the transfer of technology is playing a key role in economic growth. As the professional world becomes more diverse, competitive and result oriented, the importance of soft skills increases. Professional success depends upon not just an effective style but on the ability to analyze, organize and present essential information. Look around a work place and you will find people involved in several activities which involve informal conversations, discussions, meetings, presentations, phone calls, teleconferencing and video conferencing and so on. The ability to express oneself is perhaps the most important of skills. A manager's effectiveness depends on his ability to reach others through the spoken or written word. 60% of all management problems are a result of faulty communication. Workplace etiquette, business communication, meeting people, preparing presentations, active and empathetic listening- these are some basic soft skills for effective performance.

Learning Objectives

After attending the programme, the participants would be able to

- Apply the principles of oral communication in formal business and social situations
- Understand the importance of listening
- Make effective presentations
- Learn the nuances of business communication
- Groom themselves to suit the corporate atmosphere.

Who Should Attend

The programme has been designed for senior and middle level managers from any functional area. As the programme has holistic focus on soft skills, working managers, executives and freshers from all areas of business can benefit from it. The programme focuses on various skills one needs for a success in his chosen field of work.

PROGRAMME CONTENTS

DAY 1	COVERAGE
Session 1 9.30 a.m. – 11. a.m. 11.15 a.m. – 11.30 a.m.	Understanding Communication <ul style="list-style-type: none">★ What is communication★ How communication takes place★ Essentials of effective communication Tea
Session 2 11.30 a.m. – 1.00 p.m. 1.00 p.m. – 2.00 p.m.	Listening Skills <ul style="list-style-type: none">★ The Listening Process★ Barriers to listening★ Effective listening strategies Lunch
Session 3 2.00. p.m. – 3.30.p.m. 3.30.p.m.-3.45.p.m.	Social Interaction <ul style="list-style-type: none">★ Developing contacts★ Getting to know each other★ Exchange of information Tea
Session 4 3.45.p.m.-5.00.p.m.	Presentation Skills <ul style="list-style-type: none">★ Organizing your presentation★ The 3 P's of presentation★ Checklist for making a presentation
DAY 2	COVERAGE
Session 1 9.30 a.m. – 11. a.m. 11.15 a.m. – 11.30 a.m.	Telephone Etiquette <ul style="list-style-type: none">★ Handling client calls★ Taking Messages★ Greeting and leave taking Tea
Session 2 11.30 a.m. – 1.00 p.m. 1.00 p.m. – 2.00 p.m.	Professional Writing <ul style="list-style-type: none">★ Business letters★ E-mail★ Reports Lunch
Session 3 2.00. p.m. – 3.30.p.m. 3.30.p.m.-3.45.p.m.	Business Etiquette <ul style="list-style-type: none">★ Work place Etiquette★ Formal dressing Etiquette★ Cross-cultural Etiquette Tea
Session 4 3.45.p.m.-5.00.p.m.	★ Role plays, Reverse Presentations, Open Discussion

Methodology

The programme will be highly interactive, with a mix of lectures, role plays, exercises, simulations, audio visual presentations, activities etc. It will also include group discussion & experience sharing.

Programme Director and Lead Faculty:

Mrs. I. Padmini

She is an English Language and Soft Skills Trainer with rich experience of twenty five years in India and abroad. She has presented papers on ELT and Soft Skills in many national and international seminars. She has conducted training programs for organizations like Indian Airlines, ICFAI, Globarena Technologies, Visu International Ltd, ICA, Matrix Labs etc. She regularly participates in discussion and career counseling programs in local TV channels like ETV, TV5 and Gemini.

Programme fee: Rs.8000/- per participant which includes Study material/Book.

Duration: 2 days

Venue: This non-residential programme would be held at VJIM Main campus at Bachupally, Hyderabad.

Enquiry/Registration

Please fax the filled-in application form or Contact:

Dr.Martina

Associate Professor
Co-ordinator-Management Development Programmes



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Vignana Jyothi Institute of Management is one of the leading Business Schools in India since 1991 and is well known for imparting value based management education. In addition, VJIM regularly undertakes Management Development Programmes for Corporate Executives, Research and Consultancy. The institute is a pioneer in terms of curriculum design and teaching methodology in Management Education. It has highly qualified research oriented faculty members intellectually supported by dedicated, selfless and knowledgeable governing body members.