



# NATIONAL PRODUCTIVITY COUNCIL

(Under Ministry of Commerce & Industry, Government of India)

ANNOUNCES RESIDENTIAL TRAINING PROGRAMME ON

## “Secretarial Effectiveness for ES, PPS, PA, PS & Office Staff”

From 26<sup>th</sup> to 30<sup>th</sup> November, 2018  
at Port Blair.



## INTRODUCTION

In the digital age of fast changing technology, increased customer / beneficiaries' expectations result in the need for accurate and timely information for decision-making. This has considerably increased the importance of the office and the team managing it. Senior executives now, more than ever, need support from their secretaries and subordinate staff to achieve the goals of the organisation. The expectations in terms of quality, timeliness of output, knowledge about the new concepts, tools and time management are indeed very high. This training programme is aimed at equipping the office staff with requisite behavioral & technical/digital skills to enhance their efficiency and effectiveness in catering to e-governance/e-business needs.

## OBJECTIVES

- To expose the participants to the new concepts of managing the office in ever changing times.
- To develop behavioural skills, the ability to manage self and the effectiveness of oneself for organisation.
- To prepare the secretaries and office staff to come up to the highest expectations of the bosses

## BROAD COURSE CONTENTS

- Changing Role of Executive Secretary in Digital Age
- Executive Expectations from a Secretary
- Secretarial Effectiveness
- Office System & Productivity
- Teamwork and Co-operation
- Communication and Inter-personnel skills
- Managing Time at Workplace

## PARTICIPANTS PROFILE

All employees across all levels, working in Ministries, Central & State Government Departments, Central and State PSUs, Banks and financial institutions, Boards, Administrative Bodies, Co-operative Sector, Universities, Academic Institutions etc.

## FACULTY & PEDAGOGY

The Faculty for the training programme will comprise of senior NPC Experts and other renowned and experienced Trainers from the respective field. The training methodology will have focus on interactive discussions, small group activities, business games, exercises, role plays, videos and presentations.

## PARTICIPATION FEE & CHECK-IN/CHECK-OUT INFORMATION

|   |  |
|---|--|
| <b>The participation fee on Residential basis</b>     | Rs. 49,800/- Plus 18% GST per participant.         |
| <b>The participation fee on Non-Residential basis</b> | Rs. 29,000/- Plus 18% GST per participant.         |
| <b>Check In at Hotel/Resort</b>                       | 12 Noon Onwards on 26 <sup>th</sup> November, 2018 |
| <b>Check Out at Hotel/Resort</b>                      | Before 11 AM on 30 <sup>th</sup> November, 2018    |

**LAST DATE FOR RECEIVING CONFIRMED NOMINATIONS: 18<sup>th</sup> November, 2018**

The nominating authority should ensure that the nominations are sent with Nominating authorities & Participant's Name, Designation, Department / Section / E-Mail, Landline, Fax & Mobile Nos. in the letter, without fail, to facilitate proper communication. For any correspondence related to this programme please mention the reference no.: **P.O. No: IE / GN / T12 / 230 / 2018-19**

### GENERAL INSTRUCTIONS

- The residential participation fee covers the Professional fees towards training, Board & Lodge of the Participant(s) and site visits.
- The fee once deposited is Non-refundable, however substitutions are allowed.
- NPC will not provide accommodation before or after the above mentioned dates. Participants planning to stay longer than the scheduled duration should arrange the same at their own cost.
- Acceptance of the nominations is/are subject to the seat availability and receipt of the participation fee latest by last date for Nominations.

### PAYMENT DETAILS

|  |  |
|--|--|
| Fee is to be paid by DD/Cheque in the name of <b>“National Productivity Council”</b> | ECS Payment details :<br>Indian Overseas Bank,<br>70, Golf Link Branch, New Delhi<br><b>SB A/C No. 026501000009207;</b><br><b>MICR – 110020007;</b><br>IIFSC No. IOBA0000265 |
| PAN No : AAATN0402F<br>GST No. : 24AAATN0402F1ZC                                     | In case of ECS payment (NEFT/ RTGS), the payment detail, UTR number and GST number may kindly be intimated (email) to programme coordinator.                                 |

## FORTHCOMING TRAINING PROGRAMMES

| Programme   | Dates   | Venue  | Fee Proposed  |
|---|---|--------|---|
| Systematic Problem Solving, Conflict & Change Management  | 17 <sup>th</sup> - 21 <sup>st</sup><br>December<br>2018 | Goa    | Rs. 49800 + 18% GST<br><b>(Residential)</b><br>Rs. 29,000 + 18% GST<br><b>(Non Residential)</b> |
| Enhancing Performance Excellence: Focus On Operational Performance, Human Performance & Advance Office Productivity Tools | 21 <sup>st</sup> - 25 <sup>th</sup><br>January<br>2019  | Jaipur | Rs. 49800 + 18% GST<br><b>(Residential)</b><br>Rs. 29,000 + 18% GST<br><b>(Non Residential)</b> |

For further details of program, please visit : [www.npcindia.gov.in](http://www.npcindia.gov.in)

### CONTACT DETAILS:



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### CORRESPONDENCE ADDRESS

#### NATIONAL PRODUCTIVITY COUNCIL

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