



National Productivity Council

Training Programme on

Modern Office Management and Modern Performance Management

PROGRAMME CODE: (TP/22-23/95)

**12-16 DECEMBER
2022**

(DALHOUSIE)



1. ABOUT NPC

National Productivity Council (NPC) is an autonomous organization under the Department of Promotion of Industry and Internal Trade, Ministry of Commerce & Industry, Government of India. The present expertise available in NPC has a resource base of professionals from fields such as Economics, Industrial Engineering, Human Resource Management, Energy, Environment, IT, Project Monitoring and Evaluation, Research Studies and Baseline Surveys. In addition, services of external professionals and subject matter specialists are also sought on need basis, depending upon the nature and scope of work. NPC extends services from its headquarter at New Delhi and 12 regional offices across the country manned by more than 100 full time professionals. NPC has professionals from diverse fields to provide Consultancy, Capacity Building and Project Monitoring Unit (PMU) services to various organisations including Central Government Ministries and State Governments.

2. PROGRAMME THEME

Modern Office Management has become a prime concern of each and every employee who not only does the work but also gets the work done by his/her subordinates. The “Office of the Future” with three forces Computer, Communication and Human Resource has triggered the emergence of new concepts and patterns.

Performance Management is not only telling a person what to do and ‘policing’ them until it is done, rather, it is an integral part of the manager and employee’s job. Hence Performance Measurement is a key process in any organization and should assist the management and staff to focus on key issues and business objectives to ensure sustainability.

3. LEARNING OBJECTIVES

This training program prepares participants to:

- To discuss about Modern Office Management concepts and practices
- To discuss strategy and issues in implementing Modern Office Management Tools
- To discuss about roles and responsibilities of Office Manager/Office Administrator
- To discuss importance and various aspects of Performance Management System
- To acquaint participants with tools & techniques of Performance Measurement System, HR aspects of Performance Measurement System so as to get maximum output from employees

4. BROAD PROGRAMME COVERAGE

The following topics shall be covered during the training

Modern Office Management

- Introduction to Modern Office Management and its Tool Building good interpersonal relations in Offices
- Modern Practices in Team Building, Effective Communication and Change Management 5S and Kaizen implementation in Office
- Time and Stress management , Conflict Management
- Effective Supervision and Administration in Office, Knowledge Management
- Strategy and issues in implementing Modern Office Management Tools

Modern Performance Management

- Overview of Performance Measurement System
- Developing Key Performance Indicators(KPIs)
- Planning, Target Setting and Setting Standards
- Competency Assessment
- Performance Evaluation Competencies Assessment
- Progress Review
- HR Aspects of Performance Measurement System
- Performance Management System: Lessons learnt so far

5. METHODOLOGY

Methodology of the training program would be participative in nature. The sessions would be based on conceptual deliberations, case studies, success stories and group exercises/discussions.

6. PARTICIPANTS' PROFILE

Officials from Central & State Government Departments, Academic Institutions, Public Sector Undertakings, Private Sector Units, Co-operative Sector Organizations, Financial Institutions, NBFCs, Corporations, Labor Unions/Associations.

7. FACULTY

The Faculty for the training programme will comprise of senior NPC Experts & other renowned and experienced Trainers from the respective field.

8. PROGRAMME FEE & VENUE

Programme Code	TP/22-23/95	
Program Venue	DALHOUSIE	
Programme Fee	Residential Participants ₹ 49,000 /- + 18% GST(Rupees Forty Nine Thousand only) plus 18% GST per participant	Non-Residential Participants ₹ 30,500/- + 18% GST (Rupees Thirty Thousand Five Hundred only) plus 18% GST per participant
For Residential Participants	Check-in at hotel - (12/12/2022 AN) Check-out from Hotel - (16/12/2022 FN)	

9. PAYMENT DETAILS

Programme fee inclusive of GST to be paid in advance and proof of payment to be attached along with application form.
<ul style="list-style-type: none"> • ECS Payment Details: Indian Overseas Bank, 70, Golf Link, New Delhi Branch; A/c No. 026501000009207, IFSC Code. IOBA0000265 • DD/Cheque should be drawn in the name of NATIONAL PRODUCTIVITY COUNCIL payable at NEW DELHI • NPC'S PAN No: AAATN0402F, NPC'S GSTIN: 07AAATN0402F1Z8

As per GOI notification No. 9/2017-Integrated Tax (Rate) dated 28.06.17, Sr. No. 75, Heading 9992 (at page no. 19 of the notification) No GST is applicable where Services provided to the Central Government, State

Government, UT Administration under any training programme for which total expenditure is borne by the Central Government, State Government, UT Administration.

- **NPC shall offer 10% discount on programme fee to organizations sponsoring 3-5 participants and 15% discount of programme fee to organizations sponsoring more than 5 participants.**

10. HOW TO APPLY

- Please apply in prescribed application format enclosed with this brochure. Nominations may be sent to the following address:

**The Training Coordinator
National Productivity Council
5-6 Institutional Area, Lodhi Road, New Delhi – 110003
Email Id: npctraining@npcindia.gov.in
Tel: 011-24607319, Mobile - 6287872655**

- **Last date for Receiving of nominations: 02.12.2022**

11. GENERAL INSTRUCTIONS

- ❖ Due to limited number of seats, it is recommended to send the nominations as per attached format at the earliest, for ensuring the availability. Acceptance of the nominations is subject to the seat availability and receipt of programme fee latest by the last date for nominations.
- ❖ The Residential programme fee covers the professional fees towards training, board & lodge of the Participant(s). The fee once deposited is non-refundable, however, substitutions are allowed.
- ❖ Each participant should carry their ID cards and necessary letters / orders issued by their department for attending the training program.
- ❖ The Non Residential programme fee covers the professional fee towards training, lunch and refreshments during the training program. The fee once deposited is non-refundable, however, substitutions are allowed.
- ❖ NPC shall not bear any charges towards participants' to & fro travel from their residence / place of stay and the training program venue. All participants shall make their own arrangement to reach the venue on time as per the programme schedule.
- ❖ Participants are requested to assure their health and safety during the training period and NPC will not be liable for medical expenses incurred by the participants during the program.
- ❖ NPC will not provide boarding and lodging before and after the dates of programme. Participants planning to stay longer than the scheduled duration should arrange the same at their own cost.
- ❖ Settlement of additional bills: The hotel will be instructed to open separate folio for each participant. Participants may directly settle their additional dues regarding family member, laundry, telephone, mini bar, room service, overstay etc. with the hotel before checkout.
- ❖ The participants shall be awarded Certificate of Participation on successful completion of programme.
- ❖ Any other terms and conditions apply as may be notified by NPC at any point of time.
- ❖ Referring to GST guidelines, you are requested to confirm the applicability of GST payment for your department.
- ❖ Participants are required to follow the necessary COVID protocols during training.



National Productivity Council

NATIONAL PRODUCTIVITY COUNCIL
5-6 Institutional Area, Lodhi Road, New Delhi – 110003
npctraining@npcindia.gov.in, suvvindu.s@npcindia.gov.in

APPLICATION FORM FOR NOMINATIONS

Title of Programme:

Programme Code:

Programme Duration:

Location:

Details of Nominated Participants:

S. No	Name of Delegate	Designation	Mobile No.	Email ID	Official Address for correspondence
1					
2					
3					
4					
5					

Details of Nominating Authority:

Name:

Designation:

Organization:

Address

Contact Number:

Email ID:

Signature

Details of Proof of payment of Programme fee (*RTGS / NEFT Details; Cheque, DD*):

Payment Particulars

- **ECS Payment Details:** Indian Overseas Bank, 70, Golf Link, New Delhi Branch; A/c No. 026501000009207, IFSC Code. IOBA0000265
- In case of ECS Payment, the payment details should be intimated accordingly along with UTR number
- DD/Cheque should be drawn in the name of NATIONAL PRODUCTIVITY COUNCIL payable at NEW DELHI
- Programme Fees per Participant plus GST to be paid in advance
- PAN No: AAATN0402F, GSTIN: 07AAATN0402F1Z8



National Productivity Council

(Under Department for Promotion of Industry and Internal Trade)

Ministry of Commerce and Industry

Government of India

5-6, Institutional Area, Lodhi Road

New Delhi – 110003

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