

## INTRODUCTION

Today's managerial role is really a balancing act: to be effective, you must adapt yourself to situations and the people you meet and to do this you must adopt different managerial styles. As both work activities and organisational structures change rapidly, the need for employees to work at the peak of their effectiveness has increased. Continuously excelling in performance is the need of organizations and demand of the times. Issues of efficiency and effectiveness is indeed important. There are various management skills, which need to be developed to excel in life. We have to acquire those skills and tools which can help motivate their employees to contribute their best to the organisation. Understanding, absorbing and practicing those skills will make a professional highly successful. Therefore, the purpose of this programme is to provide them with a set of essential human relation skills in order to enhance their personal and interpersonal effectiveness that will contribute to their managerial effectiveness at work. In this programme participants will gain a comprehensive set of skills that will help them stay focused, work effectively with colleagues, develop networks and expertise, regain effectiveness in managing daily activities and build their reputation for delivering results.

## OBJECTIVES

The objective of the programme is to help participants understand self; understand the roles and functions of a manager and to develop their managerial skills for increasing effectiveness as managers. The objective is to bring about personality development with regard to the different behavioural dimensions that have far reaching influence on organizational effectiveness. The programme has been designed to provide an insight into processes of managing self and others besides enhancing team effectiveness by taking effective decisions and resolving conflicts. This three day programme will build managerial competencies through conceptual and experiential learning sessions.

## CONTENTS

- Strengthening Self Management Competencies
- Enhancing Interpersonal Effectiveness
- Emotional Intelligence
- Stress Management and Time Management
- Group Dynamics and Team Building
- Management of conflict
- Developing Positive attitude and Spark reflection to change mindsets
- Correcting misunderstanding and facilitating professional conversations
- Rejuvenating and Feeling good about yourself through Practical sessions on Visualization, Contemplation, Mind Stilling Exercises and Meditation.

## METHODOLOGY

The approach in the programme would be to help the participants gain insights by providing hands-on real-life assistance through Case studies, Group exercises, Discussions and interactions, Role Plays, Inbasket exercises, Management games, Psychometric profiling, Worksheets, Checklists etc. Training pedagogy would use a mix of experiential learning approaches and simulation activities and mind stilling exercises. In order to enhance the effectiveness of the program, the module will be included which may be more experiential in nature providing the opportunity for introspection, reflection and action.

## WHO SHOULD ATTEND

This programme has been designed for senior, middle and junior level executives, managers, professionals, consultants, established and budding entrepreneurs and trainers.

## DURATION & VENUE

**Dates:** October 29-31, 2014

**Venue:** Indian Institute of Public Administration  
Indraprastha Estate, Ring Road,  
New Delhi 110002

## FEE

**Non-residential** – Rs 24,500 per participant (plus Service Tax @ 12.3%) covering professional fee, programme kit, tea/lunch.

**Residential** – Rs 29,500 per participant (plus Service Tax @ 12.3%) covering professional fee, programme kit, boarding and lodging from noon of October 28<sup>th</sup> till noon of November 1st, 2014  
Fee is payable in advance by way of local cheque /DD in favor of "IIPA" payable at New Delhi.

## REGISTRATION

The registration form duly filled in along with the programme fee should reach us at least 7 days before the commencement date of the programme. In case of subsequent withdrawal or cancellation of registration no refund of fee will be allowed. However, substitute(s) may be permitted with prior intimation. Nomination will be taken on first come-first served basis.

## CERTIFICATE OF PARTICIPATION

The Institute issues a certificate of participation on conclusion of the programme.

## FACULTY

Experts from renowned institutions and industry will take the programme sessions, in addition to the Programme Director.

## PROGRAMME DIRECTOR

Dr. Neetu Jain is working as Associate Professor in Organizational and Behavioral Science area with Indian Institute of Public Administration. A recipient of 'AIMS International Outstanding Young Management Researcher Award'(at IIM Bangalore in 2009) and 'Rashtriya Gaurav Award'(at IIFS in 2009), she has more than fifteen years of teaching and research experience in reputed management institutes like FORE School of Management and I.P. University. She is MSc (Chem.), MBA (HR) and has a doctoral degree from University of Banasthali. She holds Diploma in Training & Development from ISTD and has qualified UGC-NET. She has conducted many open and inhouse Management Development Programmes on Managerial Excellence, Stress Management, Anger Management, Interpersonal Skills, Team Building, Self Awareness, Train the Trainers & HRM for line Managers etc. for organizations such as Oil India, Petronet LNG, THDC, NBCC, Power Grid, NTPC etc.

Having a good academic record, she has presented 15 papers in national and international conferences. She has contributed more than 40 research papers to well known international & national journals and attended more than 50 Conferences, workshops & FDP's in India and abroad. Her research work published in the form of a book titled "New Spiritual Foundations of Management" was released by Dr. Bengt Gustavsson, Stockholm University, Sweden in an International conference organized by IBA, Greater Noida, in 2008. Her academic areas of interest include Self Management, Stress Management, Training and Development. She can be reached at: <drneetujain76@gmail.com, Ph. 9891832885 >

## Indian Institute of Public Administration Management Development Programme

on

## Enhancing Managerial Effectiveness For Organisational Excellence

29<sup>th</sup> -31<sup>st</sup> October, 2014

## REGISTRATION FORM

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Organization: \_\_\_\_\_

Office Address: \_\_\_\_\_

Phone (O): \_\_\_\_\_

Residence: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Fax: \_\_\_\_\_

Your expectations from the programme: \_\_\_\_\_

Residential / Non Residential \_\_\_\_\_

Payment Details: (Please tick appropriate and fill)

- Payment enclosed (Local cheque/DD No: \_\_\_\_\_  
Date: \_\_\_\_\_ Amount: \_\_\_\_\_ )
- Payment is under process and will reach you before the programme

Signature \_\_\_\_\_

(Please return the completed form by post, or fax (011 - ) or email: drneetujain76@gmail.com, trgiipa@yahoo.co.in to:

**Indian Institute of Public Administration  
New Delhi 110 002**

*Note: As needed, please feel free to make duplicate copies of this form for additional registration.*



## ABOUT IIPA

The Indian Institute of Public Administration was established in 1954 as an Autonomous Society. It was set up as a direct result of the vision and support of its first president, Prime Minister Jawahar Lal Nehru, on the lines recommended by Dr. Paul H. Appleby in his work on Public Administration in India. The IIPA represents the hopes of the times, a rich history of a new nation in transition and houses a vast knowledge-base of administrative and managerial experience. As an institution of learning and dissemination, the IIPA is responsive to the skill-development and research needs of Governance. The Vice-President of India is the President of the Society.

Through continuous programmes of research, training and policy advice, conferences and seminars, case studies, publication of books and journals devoted to research in various fields of administration, the IIPA, over the past six decades has made significant contribution to various sectors of public administration at the central, state and local levels.

### TRAINING AND EDUCATIONAL PROGRAMMES

The Institute conducts around 90-100 short and long-term learning programmes aimed at capacity enhancement of civil servants, defence officers, technocrats and executives of public sector undertakings (PSUs) currently. These programmes are either fee-based or sponsored by the Government. It designs customised programmes for other organisations. Its flagship training initiatives include a ten-month Advanced Professional Programme in Public Administration (APPPA) that is sponsored by Department of Personnel and Training (DoPT). This multi-faceted programme for senior officers of the Central Government was started in 1975 and is now in its 40th session. The Institute nurtures close academic association with universities, research centres, training institutions and government departments. Another important sponsorship is the series of managerial skill-development engagements for senior scientists supported by the Department of Science and Technology. Customised programmes for private sector industry especially in areas of their interface with Government at all levels and activating knowledge centres in Ministries and State Governments are new initiatives. The Institute also organises a number of international training programmes for participants from developing and developed countries.



Further Information:

**Indian Institute of Public Administration**  
Indraprastha Estate, Ring Road, New Delhi -110002

Management Development Programme

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October 29-31, 2014

IIPA Campus, New Delhi



PROGRAMME DIRECTOR:  
**Dr. Neetu Jain**