

# राष्ट्रीय उत्पादकता परिषद्

(वाणिज्य एवं उद्योग मंत्रालय भारत सरकार के अन्तर्गत)

उत्पादकता भवन, 5-6, इन्स्टीटयूशनल एरिया,  
लोधी रोड, नई दिल्ली - 110003



NATIONAL PRODUCTIVITY COUNCIL

# NATIONAL PRODUCTIVITY COUNCIL

(Under Ministry of Commerce & Industry, Govt. of India)

Utpadakta Bhawan, 5-6, Institutional Area,  
Lodi Road, New Delhi - 110 003

गोंडवाना विद्यापीठ, गडचिरोली  
महाविद्यालय व विद्यापीठ विकास मंडळ  
आवक क्र. 3723 दिनांक 25/11/16  
नावक क्र. .... दिनांक .....

P.O.No. NPC/HQ/HRM/T/6/2016-17

Dated: 24.10.2016

Registrar  
Gondwana University  
M.I.D.C. Road Complex Godchiroli,  
Maharashtra-422-605

गोंडवाना विद्यापीठ, गडचिरोली  
कुलगुरुवांचे कार्यालय  
आवक क्र. 3723 दि. 25/11/16  
नावक क्र. .... दि. ....

**Subject: Residential Training Programme on "Interpersonal Skills at Workplace" at Diu from Jan. 9<sup>th</sup> to 13<sup>th</sup>, 2017**

Dear Madam/Sir(s),

NPC has continuously endeavored to upgrade and assist the organization in enhancing their efficiency & effectiveness through active learning imbibed in its training courses aimed at benefiting both the employers as well as employees.

Thus, once again with the multifold objectives of gaining further insights and knowledge we have designed residential programme on "Interpersonal Skills at Workplace" at Diu from Jan. 9<sup>th</sup> to 13<sup>th</sup>, 2017 wherein we invite your active participation. The accompanying brochure provides further detail about the programme.

We are sure the programme will be very useful. You may like to sponsor some of your officials to participate in this programme. Seats are very limited therefore, you may like to send your nominations at the earliest.

Looking forward to your response.

Yours faithfully,

(Dr. Nitin Aggrawal)  
Group Head (HRM)

Encl: Programme Brochure



## INTERPERSONAL SKILLS AT WORK

From Jan 9 - 13, 2017 at D...

### INTRODUCTION

Interpersonal skills are the life skills we use everyday to communicate and relate to other people, both individually and in groups. People who have worked with strong interpersonal skills are usually more successful in both their professional and personal lives.

Employers often seek to hire staff with strong interpersonal skills, they want people who will work well in a team and be able to communicate effectively with colleagues, customers and clients.

We've all been developing our interpersonal skills since childhood, usually unconsciously.

Interpersonal Skills become so natural that we may take them for granted, never thinking about how we communicate with other people. With a little time and effort you can develop these skills. Good interpersonal skills can improve many aspects of your life, professionally and socially, they lead to better understanding and relationships.

Interpersonal skills are also sometimes referred to as: **social skills, people skills, soft skills, communication skills or life skills.** Although these terms can include interpersonal skills, they tend to be broader and therefore may also refer other types of skills.

Unlike specialised and technical skills (hard skills), interpersonal skills (soft skills) are used everyday and in every area of our lives.

Accordingly, NPC's HRM Group has evolved a suitable Module addressing the need for requisite interpersonal skills at workplace covering the issues such as :

**Learning to Listen, Choosing your Words, Understanding why Communications Fails, Relax, Clarify, Be positive, Empathise, Understanding Stress, Learn to be Assertive, Reflect and Improve, Negotiate, Building Rapport and working in Groups OR Teams.**

Thus, the broad coverage of the Module shall include deliberations and experiential learning based discussions on: **Communication Skills, Assertiveness Skills, Conflict Resolution Skills, Anger Management Skills and Stress and Time Management Skills.**

### PARTICIPANT'S PROFILE

All level of employees working in Ministries, Central and State Government Departments, Central and State PSUs, Banks and Financial Institutions, Boards, Administrative bodies, Co-operative sector, MNCs and private Sector.

## TRAINING METHODOLOGY

The training programme will comprise of Senior NPC Officers and experienced Trainers from the respective field. The training will focus on interactive discussions, small group activities, group exercises, role plays, videos and presentations.

## MANDATE ON RECEIVING CONFIRMED NOMINATIONS: 07-D-2016

NPC and the nominating authority should ensure that the nominations are submitted in the following format: Nominating authority & Participant's name, designation, department, etc. Email Ids, Landline, Fax & Mobile nos., in the letter, without fail to facilitate communication. For any correspondence related to this programme please quote the following reference:

P.O. No.: HO/HRM/T/06/2016-17

## GENERAL INSTRUCTIONS

- ★ The Residential Participation fee covers the Professional fees towards training, Board and Lodge of the Participant(s) and site-seeing. The non residential fee covers the Training charges & working lunch only.
- ★ The Spouse / family members are welcome on nominal charges per person / per day covering the cost of B & L and site - seeing, payable directly to the Hotel before check - out.
- ★ The Fee once deposited is Non-refundable, however substitutions are allowed.
- ★ Acceptance of the Nominations is / are subject to the seat availability and receipt of participation fee.

## PAYMENT DETAILS

- ★ At present Service Tax rate is @15% and may be reserved as per Govt directives.
- ★ Fee is to be paid by DD / Cheque in the name of "NATIONAL PRODUCTIVITY COUNCIL" payable at NEW DELHI.
- ★ PAN NO. AAATN0402F, Service Tax Registration No. CE/DL-1/953/NPC/2001
- ★ ECS Payment Details : Indian Overseas Bank, 70, Golf Link, Branch New Delhi ; SB A/C No. 0265 0100 0009 207; MICR - 110 020 007; IFSC No. IOBA0000265

## CONTACT DETAILS

**Dr. Nitin Aggrawal**, Group Head (HRM)

Tel : 011-24607336

Mobile No: +91-9871583751

E-mail : nitin.a@npcindia.gov.in

**Smt. Usha Arora**, Private Secretary

Tel. No: 011-24607335/345

Email- npc.hrm.group@gmail.com

NPC FAX No. 011-24615002, NPC website : www.npcindia.gov.in