



Online Certificate Programme on Communication Skills for Interpersonal and Organisational Effectiveness

PROGRAMME DATES:

4th Sep, 2023 to 8th Sep, 23

INTRODUCTION:

All human endeavours are made possible with communication, but this is especially true in the sphere of management. An organization's lifeline, communication, is essential at each level. An organisation with employees who can successfully interact with each other can effectively communicate with clients also. Without it, the organisation becomes dysfunctional with no clear direction. Further, understanding of science and practice of business communication in order to succeed in today's competitive business environment is not optional. Likewise, understanding audiences, effectively organising ideas, choosing right media, communicating persuasively are requisites for being effective in global business environment.

OBJECTIVES:

Effective, and interactive sessions are provided in this programme to address particular and distinctive communication-related challenges. Participants are given a mirror since we can only understand ourselves and others via realistic self-awareness. The session also highlights the importance of getting along with people as well as adapting to circumstances in order to improve communication and interpersonal outcomes.

PEDAGOGY :

The various tools used to enhance learning shall include role-plays, case studies, individual and group exercises, theme-based discussions and experience sharing.

MODE OF THE WORKSHOP

Online

PRE-REQUISITES

Participants are expected to have their own laptops.

WHO MAY ATTEND:

This certificate programme will develop improved communication abilities of front-line customer care executives, managers, and company executives. It is perfect for all professionals

employed in fields including manufacturing, hospitality, information technology, banking, and consumer products.

KEY TOPICS:

The programme would cover methods and obstacles linked to interpersonal communication. Additionally, it would take on conflict management, crisis communication, ethical perspective as well dive into subtler aspects of interpersonal communication. In this program, a thorough module on understanding self and other's communication and different communication challenges would also be covered.

Course content
Course introduction & overview - communication essentials
Nonverbal communication
Active listening
Persuasion and influence in communication
Cognitive Bias in Communication
Interpersonal communication and relationship management
Communication skills for team and leadership effectiveness
Effective Business Writing
Positive & Negative Messages and Smart Emails, writing blogs

TEAM OF ACADEMIC RESOURCE PERSONS

1. Prof. (Dr.) Rana Singh, Director, CIMP
He is serving as Director of Chandragupt Institute of Management Patna (CIMP), Bihar, India. He has diverse knowledge in finance, e-commerce, internet technologies, strategic planning, and implementation. He has conducted many MDPs and FDPs for working executives and faculty members, respectively. He has participated in various national and international seminars and conferences, contributed to various journals, and focused on establishing institutions and private universities. He is focused on Institutional Planning, Research and Development, Quality Assurance of Academic Programs, Curriculum Development for New Programs, and Curriculum Upgradation of Existing Programs. His research interests lie in Corporate Finance, Securities Analysis and Portfolio Management, Treasury and Forex Management, Strategic Finance, CSR, Financial Modeling, etc.
2. Dr. Mamta Singh -**Programme Director**
She is PhD from IIT Dhanbad and associated as a faculty for Communication and OB & HR with Chandragupt Institute of Management Patna (CIMP), Bihar. Her core area of expertise includes managerial communication, interpersonal communication, leadership communication, and all the aspects related to effective verbal and written communication. Dr. Mamta has diverse experience of working with corporates as a HR professional. She is a certified NLP trainer. Her research papers have also found place in the journals of national and international repute.
3. Prof. (Dr.) Jyoti Verma

She is associated as an Assistant Professor with Chandragupt Institute of Management Patna (CIMP), Bihar, India. She teaches Human Resource Management, Leadership, Research Methodology, and General Management to Postgraduate students and research scholars. She has completed her Ph.D. in the area of Human Resource Management from the Institute of Management, Nirma University, Ahmedabad, Gujarat, India. Her research interest lies in performance management systems, organizational ambidexterity, knowledge management, and leadership. She has published many papers in journals of national and international repute and conference proceedings apart from winning best paper awards at reputed institutes such as IIM Calcutta, IISc. Bangalore, Great Lakes Institute of Management, Chennai etc.

4. Brig (Dr) Sunil Kumar Moudgil (Retd)

He is an alumnus of IIT BHU and multifaceted professional with 32 years of excellence in the field of Leadership, Training & Development during Army Service and 10 years thereafter in the Corporate World. Presently, apart from being an International master trainer, a leadership coach as well as motivational speaker, Brig Moudgil is a Chief Facilitator (Outbound) with TPC Leadership and Advisor Lead-Facilitation with 'Agile Vibes'. He is also a visiting faculty at number of institutes including: National Institute of Banking Studies & Corporate Management (NIBSCOM), Under the aegis of RBI.

Apart from several Universities and educational institutes, Brig Moudgil's corporate client list includes companies like LG Electronics, Maruti Suzuki, Mahinda & Mahindra, Honda, HDFC Bank, HDB Financial Services, Couple of PSU Banks, Container Corporation of India (CONCOR), SM Group, Welspun (SPACES), TEVA, Shahi Exporters, Dish TVD2h, IOCL, IOCL Pipeline, GAIL, GlobalLogic, POSCO, Tui India and many more.

PROGRAMME FEES

FEE STRUCTURE

Total expenditure to conduct 7.5 hours training for 5 days programme @ the rate of per participant 5,000/-

*GST @ 18% is applicable

TERMS AND CONDITIONS

HOW TO APPLY

CIMP'S RANKINGS AND ACCREDITATION
[DETAILS WILL BE FILLED BY MDP OFFICE]

CORRESPONDENCE OFFICE:
[DETAILS WILL BE FILLED BY MDP OFFICE]