3 DAYS RESIDENTIAL TRAINING PROGRAM

“INTERPERSONAL & MANAGEMENT SKILLS FOR SECRETARIES”

03-06 NOVEMBER 2014
(MONDAY-THURSDAY)

STAY & SESSIONS

HOTEL AQUASSERENNE,
(A Unit of Tulip Star Hotels)
PARAVOOR, KOLLAM, KERALA

Organised by

STERLING CONFERENCES

STERLING INSTITUTE OF CORPORATE CONFERENCES & EVENTS

PALAKKAD, KERALA

Log on: www.sterlingeventsindia.com
Email: info@sterlingeventsindia.com
ABOUT THE INSTITUTION

Sterling Institute of Corporate Conferences & Events is a registered institution (SICC&E). For more details visit www.sterlingeventsindia.com.

TRAINING PROGRAM OBJECTIVES

Secretaries/PAs/PS/Confidential Assistants and Personnel engaged in Secretarial/Office Management are often the most visual representative of any organisation.. They need to possess Interpersonal Secretariat Management skills, Events Planning and Coordination, excellent Communication and Organizational skills, as well as, be proficient in all the latest technological advances,. Therefore this residential training program make sure that your organizations’ secretaries, PA’s and office administrators are trained and prepared with all the necessary skills for excellent functioning of secretariat.

TOPICS TO BE COVERED

- Communication & Public Relation Skills
- Current Tools and Techniques for Effective Office Management
- Managing Time & Maintaining Schedules
- Planning & Prioritizing
- Learning & Listening Skills
- Interpersonal Effectiveness & Managing Results
- Working relationship with boss
- Secretaries & Stress
- Dealing with Email
- Body Language
- How to Plan and Organize Events.

METHODOLOGY

Interactive sessions. During the session all the Participants will be provided individual coaching and their final presentation will be videotaped to view and critiqued in order to help them develop and enhance their skill.

WHO IS RIGHT FOR THE TP

The programme is designed for Secretarial Personnel of Public and Private Sector organizations, such as Personnel Officers, Assistants, Secretaries, Junior & Senior Executive Secretaries, Confidential Assistants, Junior & Senior Stenographers and Co-ordinators of Secretarial functions. The learning outcome will immensely beneficial to the Coordinators of Secretarial functions of organizations. The training programme will also benefit Personal Secretaries, Assistants of Central and State government and its statutory organizations. Secretariat Officers of Academic and Financial Institutions would also benefited by undergoing this training programme.
FACULTY: Prof. Praveen Singh  
MBA (HRM), DPM&IR, B.A.(Psychology),TOTA, AGI(USA)

Prof. Praveen Singh has been actively involved in Teaching (HRM & OB), Corporate Training & Consulting for more than ten years. He is Visiting Professor of Management to several Business Schools affiliated with Mumbai University & SNDT University. He has taught HRM, OB, OT, T&D, OD, etc. and also been involved in a lot of soft skills training initiatives and programmes for Corporate Organisations & Academic Institutions.

He worked with an UK based Web Enabled Enterprise as Human Resource Manager and with a leading Management Consulting (Specializing in Grid-Leadership OD) company. Counselor, Trainer Faculty at Reliance Energy Management Institute. He is an expert trainer in Soft-Skills, Attitudinal, Behavioral Training, HRD & Psychology.

DATE: 03 – 06 NOVEMBER 2014 (MONDAY – THURSDAY)

TENTATIVE PROGRAMME SCHEDULE

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Time / Duration</th>
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<tbody>
<tr>
<td>03 – 11 - 2014</td>
<td>Check-in</td>
<td>12.00 Noon</td>
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<tr>
<td>(Monday)</td>
<td>Lunch</td>
<td>13.00 Hrs – 14.00 Hrs</td>
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<td>Registration &amp; Inauguration</td>
<td>14.00 Hrs – 14.30 Hrs</td>
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<td></td>
<td>Learning Session I &amp; II</td>
<td>14.30 Hrs – 17.30 Hrs</td>
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<td>Dinner</td>
<td>20.30 Hrs</td>
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<tr>
<td>04 – 11 – 2014</td>
<td>Session III</td>
<td>09.00 Hrs – 17.30 Hrs</td>
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<td>(Tuesday)</td>
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<tr>
<td>05-11-2014</td>
<td>Session IV</td>
<td>09.00 Hrs – 13.00 Hrs</td>
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<td>(Wednesday)</td>
<td>Session V</td>
<td>14.00 Hrs – 19.00 Hrs</td>
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<td>Quiz/Games</td>
<td>16.00 Hrs – 17.00 Hrs</td>
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<tr>
<td>06-11-2014</td>
<td>Valedictory Session</td>
<td>09.00 Hrs – 10.30 Hrs</td>
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<td>(Thursday)</td>
<td>Feedback Session</td>
<td>10.30 Hrs – 11.00 Hrs</td>
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<td>Check-out</td>
<td>12.00 Noon</td>
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STAY & CHECK IN/OUT:

Participants will Check-in at Hotel Aquasserenne,, Paravoor,Kollam, Kerala on 03rd November 2014 by 12.00 noon and will Check – out from the Hotel on 06th November 2014 at 12.00 Noon. They will be provided TWIN SHARING ACCOMMODATION AT DELUXE VILLA. (Prior and extended stay will be charged extra/Accompanying Spouse will be charged Rs.7000/- which includes Boarding & Lodging)

HOW TO REACH THE VENUE

By Air: Nearest airport is Trivandrum (60 Kms). By Rail: Nearest railway station is at Kollam with 18 Kms. From Paravoor Railway Station 5 Kms. By Road: The place is well connected by a well-developed network of road transport. One can travel upto Ernakulam and board connecting train to Kollam Railway station.
PROMINENCE OF HOTEL AQUASSERENNE, KOLLAM KERALA

The Hotel Aquasserenne, as its name implies, is a serene spot surrounded by a water world (It's looks like a Island) This unique ecosystem, combined with the traditional ethnic architecture and warm gracious service on offer, make the stay at this Star Luxury property with 28 villas. Each Villa is an architectural masterpiece in which the time-proven principles of the thachushastra aesthetically blend with the comforts of modern amenities in an eco-friendly atmosphere and heritage ambience. The wood works were acquired from dismantled ancient aristocratic mansions of Kerala over a period of 6 years. Stay at Aquasserenne will be an unforgettable experience to the participants. This Hotel situated at Paravoor, Kollam Kerala surrounded by the most popular stretch of backwaters of Kollam, adjacent to the Ashtamudi Lake. This backwaters of Kerala stretching all along with its coastline for over 500 KMs, is a vast expanse of placid waters, almost always still and clear, weaving lakes and lagoons, estuaries and marine inundations, into a fascinating and unique eco-system that makes you fall in love with it at the very first sight.

FEE

The participation fee of **Rs. 18,500 Plus 12.36% Service Tax per participant** (inclusive of Boarding, Accommodation, Program Materials, Kits, Limited entertainment, Sightseeing), **(Rs. 7,000/-extra if accompanied by spouse includes Boarding & Lodging)**. (Prior or extended stay will be charged extra). Avoid last minute cancellation of nomination, if any circumstances, a substitute be nominated or otherwise 30% participation fee)

REGISTRATION

Please send your nomination through e-mail at info@sterlingeventsindia.com or by fax 0491 -2547762 on or before 27th October 2014 followed by participation fee by Demand Draft/NEFT/RTGS (Bank Account details will be provided on request through Email) in favour of M/s Sterling Institute of Corporate Conferences & Events and payable at Palakkad, Kerala.

SECRETARIAT

P Radhakrishnan
Director
Sterling Institute of Corporate Conferences & Events
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