



Management Training



In keeping with the trends in today's highly competitive world programmes designed at Management Training Centre focuses on Human Resource Training by integrating 'business performance' with the 'development of people'.

Management Training Centre was established in 1975 at Safdarjung, New Dehli and was relocated to CTE, Hyderabad in 1989 as a Human resource Development centre for all levels of Officers and Managers.

The focus is on nurturing and developing "Human Capital" through Knowledge Generation, knowledge Dissemination & Capacity Building activities since it is the people who are the differentiating factor in the globally competitive market.

The Centre has a large training hall and conference room, well equipped with modern training aids.

We have a rich source of highly qualified Faculty members from reputed institutes with vast experience in emerging organisational requirement and influence of Globalised Economy in India.

Programme Duration : Two days

Course Offered:

a) SELF DEVELOPMENT PROGRAMMES:

Programme Name (i) Attitude Transformation in a Global Competitive Organisation

Objective : To decide to be successful and make positive choices to achieve it.

To appreciate yourself, your past successes and strive towards your goal.

To re-invent static Attitude in the present global environment.

To realign individual levels of self esteem with the goal of the organisation.



Content:

1. Growing trends in economies and competition.
2. Role of Attitudes for organisational excellence.
 - Attitude -preception and Behaviour.
 - Individual Excellence through attitude transformation.
 - Deviances in personality because of negative attitude.
 - Attitudes to learning and change.(Individual and Organisational levels).
 - Attitudes for better team functioning.
 - Attitudes to collaboration (internal and external)
 - Attitudes to quality and safety

Programme Name:

- (ii) Self Realisation & Self Actualisation.

Objective:

To understand the types of characteristics of 'Self-Actualised' person.
To learn the various techniques for identifying self-potential for growth and self-realisation.
To increase awareness of our personalities for deeper self-exploration to enable one-self to come closer and move towards self-actualisation.

Contents:

Types of personality traits
Transactional Analysis for understanding self.Hierarchy of needs and developing potential for self actualisation.
Action plan for self-exploration

Programme Name:

- (iii) 'Enhancing Role Effectiveness'

Objective:

To understand the multiplicity of roles executed by Managers.
To balance roles and enhance performance.
To appreciate the conflict between the varied roles and its' resolution.

Content:

Role transition. Anxiety & Stress Management. Planning & Managing Time. Self-Assessment Exercise: Mapping of Individual profile (MAP Series) Individual Counselling.

(b) MANAGERIAL SKILLS:

Programme Name: " Performance Development Linkages'

Objective:

To sensitise individuals to recognise their potential. To understand the linkages of various attributes and personality traits that contribute to developing managerial qualities for enhanced performance.
To enable them to work on their strengths and therefore make positive and willing contribution in the growth of the organisation.

Content:

Re-discover self. Understand the Reality of Business today
Understand the Five Success Pillars

- Self Confidence
- Communication
- Leadership Tendencies
- People Skills
- Attitude
- Confidence

Practice self confidence by relating to the past
Enact the most defining moment game
Leadership
Understand your tendencies through situational exercise
Recognizing your leadership strengths
Learning to respect other tendencies
Communication
Understand the fundamentals of communication
Discuss the 'Harbachan - Andrew' case
Learn the importance of listening
Sensitise the empathy concept through a game
Master the questioning technique
Practice communication through the Magic algorithm
People Skills
Understand the need to lead an intentional life
Relate to principles of people skills
Practice the ways to make people like you through the principles
Learn to recognise transactional outcomes

Attitude

Learn the formula for sincere appreciation
Learn to build trust through the Inner view technique
Learn to handle objections through the 'cushion' game
Learn to value differences through the 'value card' game

(c) CREATIVITY & INNOVATION SKILLS;

Programme Name: " Thinking Beyond Boundaries"

Objective:

Introduction to Creativity as an environment phenomenon.
Connect relevance of creativity and innovation to success of business.
Understand the Mind mapping, TIPS Method, Brain Storming and Lateral Thinking.
Connect problem solving through creativity

Content

Most creative moment in your life.
Practice towards creative thinking through a game (Round Robin Game)
Discuss in small groups the creative points in your organisation.
Discuss options and difficulties in implementation of the plans
Introduce the techniques of creativity
Internalize that creativity is possible despite management
Understand the four techniques of creativity
Understand Mind mapping, TIPS Method, Brain Storming and Lateral Thinking
Practice each technique with a game/quiz
Understand why and how problems occur.
Learn the problem resolution techniques
Resolve a problem using the techniques of creativity and applying the process of problem solving

(d) CHANGE MANAGEMENT :

Programme Name: Travelling towards Transformation

Objective:

To re-programme the mind to expand our self-image.
To widen the size of the comfort zone to make our personality free, flowing and functional.
To have clear thinking and right sense balance to differentiate between what is urgent and what is important

of balance to differentiate between what is urgent and what is important

Content

Total Quality Transformation
Rescripting/Reprogramming of Mind.
Memory Management.
Workshop on Effective Communication.
Enhancing Inner Powers.
Workshop on Self-Esteem.
Professional ethics for Organisational Excellence.
Transforming Stress into Strength.

(e) DECISION MAKING

Programme Name: 'Good Judgment & Right Decisions'

Objective:

To identify strengths and weaknesses of making good judgements.
To get clarity, logic and analytical

in decision making skills.
To handle decision-making process through the principle of collaborative working.

Content

Group decision making options:
Identifying work situations with the following options:
- Unilateral / Delegation/ Consultation/ Voting/ Consensus
Internalising each of the options:
Understand when each of the options need to be adopted
Skills needed for each option
Learn the principles of consensus
Learn how the disagree agreeably
Learn to respect other peoples choice of group decision making

(f) SOCIAL & BUSINESS ETIQUETTE

Programme Name: "Personality Development & Corporate Protocol"

Objective:

To develop best personality for effective Managerial and Leadership Styles.
To emphasise the need for grooming, hygiene and protocol for socialising in corporate circles.
To sharpen communication and social conversation skills for proper inter-personal relationship

Content

Leadership Styles and Anti SWOT
Image Projection
Grooming & Personal Hygiene
Communication (Part I)
Using and Understanding Body Language
Reverse Pictionary
Handling E-Mail Effectively
Handshake and Exchange of Visiting Cards
Interpersonal Behaviour
The Art of Social Conversation
Restaurant Etiquette



Simplifying Fine Dining and Table Etiquette
Decision Making and Strategy
The Role of a Manager

(g) TIME & STRESS MANAGEMENT

Programme Name: Time & Stress Management'

Objective:

To Achieve higher productivity and satisfaction.
To gain at least an additional 2 hours per day of productive time.
To understand the changes needed in your current time utilisation.
To achieve mastery over stress.
To learn how to keep your body and mind energised.

Content

Eight Do's of Time & Stress Management, namely:
I. Decide your Goals.
II. Diagnose your time utilisation.
III. Divide Your Day
IV. Decide Priorities
V. Delegate Effectively
VI. Delete Time Wasters
VII. De-Stress Yourself
VIII. Develop a Greater Sense of Well-Being

(h) INTER-PERSONAL SKILL

Programme Name: "Positive Strokes at Workplace"

Objective:

To understand the types of attitude & behaviour which lead to better team relationship.
To introspect for ways to change and improve one's own attitude & behaviour.
To internalise organisational philosophy on workplace values, integrity & ethics.

Content

Fitness to get energy at work
Pre Training Test
Audiovisual on 'Breaking the past shackles' + Discussion
Game: Tic Tac Toe
Professional Mindset at Work-gh

Attitude that works with high profile customers
Card Games- "listening"
Performance Improvement-The Change Cheese Film
KASH (honing Skill Set, Mind Set and Tool Sets)
REBT: Rational Emotive Behavioral Therapy
Role Plays: How right mindset ensures best customer service
Games of Positive Reinforcement
AV on 'Respect' and 'Conflict Management' + Discussion
T4F's (First, Fair, Firm, Flexible)
Transactional Analysis

(i) COMMUNICATION SKILL

Programme Name: Communicating with Impact'

Objective:

To Describe the Communication Process and contrast the advantages and disadvantages of Oral versus Written Communication.
To compare the effectiveness of the chain, wheel and attachment networks and also various patterns in an organisation.
To identify the factors affecting the use of the grapevine and Identify common barriers to effective communication.
To Manage Presentations and learn Inter-personal communication

Contents:

Communication Process, Components
Oral & Written / Informal Vs. Formal
Chair, Wheel & All Channel Networks
Patterns in Organisation, Vertical, Horizontal, Lateral and Circular their context, advantages and disadvantages.
Common Barriers to Effective Communication & Active Listening.
Problems in Cross-Cultural Communication.
Managing Effective Presentations and taking care of your nerves and handling difficult individual and group situations.

(j) TEAM BUILDING

Programme Name: Good Judgment & Right Decisions'

Objective:

To sensitize the participants for the need to develop leadership qualities while taking forward the teams to respond to new challenges.
To create awareness of various competencies associated with dynamics of building.
To learn the art of managing work groups to promote teaming process

Content

Orientation, Expectation Mapping, Self-Awareness: SWOT Analysis.
Managing Self: before managing others.
Power of Goal Setting & Planning for Success in a team.
Achieving Results through Communication Skills.
Giving & Receiving Feedback; Non-Verbal Communication.
Understanding interpersonal behaviours (FIRO-B).
Facilitating team members.
Managing Group Dynamics.
Handling Inter-Personal Conflicts.
Making Effective Decisions.
Negotiation to manage differences with business objectives in place.
Working in Collaboration through Teamwork.
Strategic Leadership.
Aligning Self-Development with Business Goals.
Responding to Change.
Preparing Corrective Action Plan.