National Workshop  
on  
Staff Excellence, Capability, Growth, Influencing, for Effective Customer Relations  

organized by  
Centre for Education Beyond Curriculum (CEDBEC),  
Christ University, Bangalore  
May 21 -24, 2012

Pre-notice

We are pleased to inform you that the Centre for Education Beyond Curriculum (CEDBEC), Christ University, Bangalore is organizing a National Workshop on Excellence, Capability, Growth, and Influencing for effective customer relations for administrative staff from May 21 -24, 2012.

BACKDROP OF THE WORKSHOP

This workshop is an opportunity to pause and glimpse and unleash the hidden and unlimited energy and potentiality within your inner self. The workshop aims to enable the staff to emerge as more composed and effective professionals, to employ a range of flexible influencing techniques that becomes critical to operate successfully in today’s dynamic and complex work environment.

This four-day programme will help participants understand oneself and others by exploring individual sources of motivation and personal power. The dynamics of the workshop will focus on proven practical approaches to better one's influencing skills to excel. Emphasize on how participants can learn to relate more effectively with significant others like colleagues, regardless boss and key stakeholders. Further the participants will be guided to explore and learn how to take lead roles and work as a team member and sharpen their approach sills to create maximum impact.

Workshop Objectives

- To delve deeper into one’s Self, discover the source within and leverage it
- To increase one’s Personal Excellence/Effectiveness by enhancing capabilities for professional and personal growth.
- To learn and practice influencing strategies and styles, team building and approach skills
- To learn the art and science of managing performance
- To develop ways to increase credibility and impression management
- To appreciate and understand customer needs and how to address them
- To develop implementable action plans
Methodology and Design: The four-day workshop is designed to be ‘Experiential’ in nature by experiencing in the ‘here and now’. This will be followed by individual reflection and group discussions. Insights gained through a combination of games, activities, questionnaires and role-plays are intended to strengthen one's skill set to facilitate and encourage participants to derive individual learning and convert them into actionable plans.

Contents
- Enablers for personal and professional excellence- MBTI Personality Test
- Self Awareness –Exercise Exploring ‘Who am I’
- Resource Management (time, people),
- Assertive Communication, Listening, Action-orientation.
- Understanding What do your customers really want
- Identifying the Needs of a customer
- Principles of Managing customer Relationships
- Accelerated performance
- Impression Management Techniques
- Establishing credibility
- Prioritization- Exercise
- Leadership Styles/3D Approach
- Organizational awareness
- Group Dynamics and Group Behaviour
- Managing performance

DELEGATE PROFILE
Administrative staff of Universities and Colleges

VENUE
Seminar Room, Centre for Total Quality Management System (TQMS), 4th floor, Christ Junior College, Christ University Campus, Bangalore

REGISTRATION
Outstation Participants
Rs. 3000/- per participant (includes food and accommodation at the Centre for Academic Excellence, Christ University campus).

Local Participants
Rs. 2000/- per participant (includes lunch & tea on all days of the conference).

Payment Details
DD to be drawn in favour of “Christ University, Bangalore” payable at Bangalore.

Last Date for Registration: April 23, 2012
Spot registration may be allowed in special cases.

For further information/clarification you may contact:
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