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Efficient Management Practices	
Objective	By the end of the programme, the participant would be able to <ul style="list-style-type: none"> • Describe how the employees and managers interact in a business • Explain the importance of ethical management for enhancing effectiveness of an organisation • Exhibit proficiency in understanding of business communications, • Discuss about Performance Management technique to build quality HR • Enumerate how resolute office situations and resolve problems • Learn techniques of managing stress and emotions in office environment • Create new and innovative ideas and attitude for managing the organisation in changing scenario
Duration	3 Days
Course Contents	Organizational Behaviour • Management Ethics and Integrity • Interpersonal Relation • Business Communication • Performance management and Performance Appraisal • Conflict Resolution • Emotional Intelligence • Problem Solving and Decision Making • Innovation
Target Participants	Sr. Officers/Managers of Cooperative Banks

Day to Day Schedule

Day	Session	Topic	Session Objectives, Thrust/Focus areas	Training Methodology
Day 1	I	Registration, Overview of the Programme, Entry Level assessment		
	IIA	Organisational Behaviour	Concept of organisational behaviour Business culture and Work culture Players in organisational behaviour- Personality, Leadership, Power etc. Managerial Roles	Lecture / Presentation
	IIB	Ice Breaking	Introduction- Open Forum	Interactive, Business Games
	II	Management of Ethics and Integrity in Human Resource Development	Concept of Ethics and Ethical Management Concept of Integrity, Role of integrity in a business entity	Presentations
	III	Management of Change	Changing business concepts Change in managerial concepts Importance and objective of Change Management- strategies thereof	Presentations
	IV	Business Communication	Types of office communications Types of written forms of communication and issues thereof: e-mail, office memorandum, letter, DO letter, Office order, press communiqué and fax messages etc. General instruction regarding Noting Concept of drafting and drafting patterns Public relation	Presentations/ Lecture/ Case Exercise
Recap of previous day's learning				
Day 2	I	Performance Management and	Concept and importance of performance Management	Presentations/ Lecture/ Case

		Performance Appraisal System	Definition of Performance Appraisal Methods of Performance Appraisal Performance rewards	Exercise
	II	Interpersonal Relation and Transactional Analysis	Concept and importance of Interpersonal Relations Office situations and conflict resolution Strategy of Transactional Analysis Concept of Motivation Concept of leadership Development	Interactive/ Business Games/ Role Play
	III	Emotional Intelligence	Challenges in office environment Perceiving, reasoning, control and evaluate emotions External and Internal Factors of EI Quantifying EI Impact of EI in Business Entity	Self Reporting Test/ Case Study/ Presentations
	IV	Stress Management	External and Internal Factors Psychological, behavioral and physiological responses to stress Symptoms of stress Managing Stress –recognition, self care and changing attitude Stress Management Techniques- Action Oriented, Emotion Oriented, Acceptance Oriented Stress Management in the workplace	Demonstrative
Recap of previous day's learning				
Day 3	I	Problem Solving	Problem recognition Analysis of the problem Variables to consider Time Management Problem solving tips	Presentation/ Brainstorming/ Assignment
	II	Decision Making	Six 'Cs' of decision making – Construct, Compile, Collect, Compare, Consider, Commit Decision Traps Conceptual blocks to creativity Overcoming conceptual blocks	
	III	Innovation	Generating new ideas Attributes- Listening- Brainstorming- Visioning	
	IV	Programme Evaluation, Valediction		