

**3 DAYS RESIDENTIAL SECRETARIAL DEVELOPMENT/LEARNING PROGRAMME**

**TOPIC**

**INTERPERSONAL COMMUNICATION/PR MANAGEMENT SKILLS FOR SECRETARIES**

**DATE**

**29-31 JANUARY 2018  
(MONDAY-WEDNESDAY)**

**STAY VENUE**

**ROYAL RIVIERA HOTEL, CHEEPUNKAL, KUMARAKOM, KERALA**

**LEARNING SESSIONS VENUE**

**KUMARAKOM PALACE CONFERENCE BOAT, VEMBANAD KAYAL, KUMARAKOM**

**Organised by**



**STERLING INSTITUTE OF CORPORATE CONFERENCES & EVENTS  
KERALA**

**Log on: [www.sterlingeeventsindia.com](http://www.sterlingeeventsindia.com)  
Email: [info@sterlingeeventsindia.com](mailto:info@sterlingeeventsindia.com)**

## **ABOUT THE INSTITUTION**

Sterling Institute of Corporate Conferences & Events (SICC&E) is a registered Institution. For more details visit [www.sterlingventsindia.com](http://www.sterlingventsindia.com)

## **PROGRAM OVERVIEW**

This three days residential secretarial development Learning programme focus on enhancing secretarial skills in dealing with people and in creating impression for the organizational reputation. The responsibilities of secretaries are enormous and this three days residential learning program train them to be the best organizer, PR Manager and developing initiation and problem solving skills and maintaining good/effective working relationship. It also immensely useful to them to sharpen their interpersonal, communication and Presentation Skills.

## **TOPICS TO BE COVERED**

- ❖ What is Interpersonal Communication
- ❖ Developing Interpersonal Skills
- ❖ Fundamentals/Elements of Interpersonal communication
- ❖ The Secretary's Responsibility
- ❖ Professionalism & Integrity
- ❖ Speaking, Writing & Listening Skills
- ❖ Organizing & Initiation Skills
- ❖ Managing Team and Dealing in Difficult situations.
- ❖ Dependability & Flexibility in Secretarial functions
- ❖ Body Language & Eye Contact
- ❖ How to receive and give feedback
- ❖ Negotiation and Influencing Skills in Secretarial Functions
- ❖ Public Relations and Social Media Skills
- ❖ Information Technology and its update in Secretarial Practice

## **METHODOLOGY**

Interactive sessions – using questionnaires, instruction sessions, case studies and practical exercises with Presentation & Public Speaking sessions.

## **WHO SHOULD ATTEND**

The SDP is designed for Secretarial Personnel of Public and Private Sector Units, Banking & Financial organizations. The SDP will immensely useful to Personal Assistants, Executive Secretaries, Senior & Junior Secretaries, Administrative Officers/Assistants, Jr. & Senior Stenographers, Office Managers, Supervisors, Confidential Secretaries, Departmental Secretaries, Administrators, Support Officers, Co-coordinating Staff of various departments. It will also benefit Personal Secretaries, Assistants of Central and State government and its statutory organizations. Secretariat Officers of Academic Institutions would also be benefited by undergoing this SDP.

**FACULTY: PROF. G. AILAIHAH**, with more than thirty three years of industrial experience in the field of Human Resource Development with Particular reference to Personnel, industrial relations and welfare. He started his career as a Labour Officer with Navabharath Ferro Alloys Limited Palwancha, Kothagudem, A.P. and then joined as Welfare Officer in Singareni Collieries Company Limited and after serving in various capacities he retired as General Manager (Welfare) in the year 2009. He worked as internal faculty for various programmes organized by Singareni Collieries HRD Department on Human Resource Development and also as Guest Faculty for Sri. Ram Centre for industrial Relations and Human resources, New Delhi. He uses innovative techniques in training the managers by adopting interactive methods and making each session lively and informative. He conducted many Senior Management Development Programs. He had an outstanding academic and professional career to his credit. A Post graduate with MBA and LLM from Osmania University. He is currently Head of Department of MBA Program in a reputed AICTE approved Engineering & Technology Institution at Hyderabad.

**DATE: 29-31 JANUARY 2018 (MONDAY- WEDNESDAY)**

**TENTATIVE PROGRAMME SCHEDULE**

Date	Event	Time / Duration
29.01.2018 (Monday)	Check-in Lunch Registration & Inauguration at Hotel Royal Rievera Learning Session	12.00 Noon 13.00 Hrs – 14.00 Hrs 14.30 Hrs – 15.00 Hrs 15.30 Hrs – 17.00 Hrs 20.30 Hrs
30.01.2018 (Tuesday)	Learning Sessions at Conference Boat at Vembanad River	10.00 Hrs – 17.00 Hrs
31.01.2018 (Wednesday)	Valedictory Session at Hotel Feedback Session Check-out	09.30 Hrs – 10.30 Hrs 10.30 Hrs – 11.00 Hrs 12.00 Noon

**STAY & CHECK-IN/OUT**

The participants will be provided **TWIN SHARING ROOM** at **Hotel Royal Riviera, Kumarakom**. They will check-in on **29<sup>th</sup> January 2018** by **12.00 noon** and will check-out on **31<sup>st</sup> January 2018** by **12.00 noon**. (Prior and extended stay beyond 2-3 Hours will be charged extra).

**HOW TO REACH THE VENUE : HOTEL ROYAL RIEVERA, CHEEPUNKAL, KUMARAKOM**

From Kochi (Nedumbasseri) International airport 85 KM delightful ride by road. The nearest Railway station is **Kottayam with 17 KM**. Ernakulum Railway Station is connected to all major cities in Kerala and industrialized cities in India. **Kumarakom** is one and half-hour drive from Ernakulum Railway Station. The best place to alight is **KOTTAYAM. HOTEL ROYAL RIVIERA is situated near Cheepunkal Bridge at Kumarakom, Kerala.**

**PROMINENCE OF KUMARAKOM**

Kumarakom in Kerala, a globally fascinated destination for conducting diplomatic and Corporate Conferences and Events. Nature has been so generous to Kumarakom its greenery, rivers, numerous canals, many backwaters. Kumarakom its scenic beauty was inspired by English Missionary Henry Baker in the late 19<sup>th</sup> Century acquired land and constructed their colonial bungalows. All participants will have unforgettable life time participative and learning experience in the field of Corporate Conferences & Events.

## **PARTICIPATION FEE**

The participation fee of **Rs. 18,000/-** per participant (inclusive of Boarding, Accommodation, Program Materials, Kits, Limited entertainment,),(**Rs. 8,000/-** extra if accompanied by spouse includes all). (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** on or before **22<sup>nd</sup> January 2018** followed by participation fee by **Cheque/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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**Malampuzha 100 Feet Road, Puthur**

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