



Information Booklet

Information Booklet

Course Name:
**English Speaking and Personality
Development**
Course Code: A1



Address: Sh No BSH 1,2,3
Almedia residency,
Xetia Waddo Duler
Mapusa Goa
E-mail Id: ITKP@3i-infotech.com
Tel: (0832) 2465556
(0832) 6454066

E.S.P.D

1. Introduction:

Training sessions help people to explore their own selves with a different perspective and become more aware of their abilities and it helps many in taking the right approach towards solving any existing issues within and around themselves.

2. Eligibility:

Minimum Xth pass **Duration:**

40 Hours. Hours each day

- Theory 10 hours
- Practical 30 hours

3. Course Details:

Type of course	Personality Development Course
Syllabus	<p>Active Listening</p> <ul style="list-style-type: none"> • Understand the importance of listening • Understand the four steps to effective listening. • Understand the goals for effective listening. <p>Advance Communication Skills</p> <ul style="list-style-type: none"> • Understand the core components of communication • State what is meant by negotiation and persuasion • Learn how to handle difficult and aggressive customers • Describe 4 qualities of the voice and demonstrate how to voice match with others • State what is meant by positive reframing and demonstrate ability to reframe current negative language into positive • Opportunities for adding value to our service • Identify how to improve personal motivation and remain calm and resilient in difficult situations • Demonstrate the skills used to handle difficult customers during role-play call scenarios <p>Analytical Skills</p> <ul style="list-style-type: none"> • Learn to analyze in a systematic manner • Learn tools and techniques to analyze data • Exposure to lateral thinking • Improve attention to eye for detail <p>Coaching Skills</p>

- To understand the definition of coaching
- To understand the need and importance of coaching and state its purpose
- Describe the skills, knowledge and personal attributes required of an effective coach
- To recognize how coaching will assist him
- To coach effectively using different coaching techniques
- To understand and use models that can be applied

English Usage

- To identify the common errors made in English
- To understand the nuances of English Grammar
- To practice speaking accurate English
- To consciously reduce the common errors made while speaking

Goal Setting

- Describe 'goal setting'
- Explain why goal setting is important to you
- Explain why the goal setting process often fails
- Explain why you haven't succeeded at setting or achieving goals to date (if this is the case)

Presentation Skills

- Know the difference between a presentation and an effective presentation
- Know the principles of drafting an effective content
- Understand the importance of using appropriate structure and aids to enhance the presentation
- Know the importance of the presenter in making the presentation dynamic

Problem Solving Decision Making

- Define and recognize a problem
- Understand the various steps involved in problem solving
- Be aware of the implications of making decisions
- Learn to use decision making techniques

Team Building

- To understand what is Teamwork
- To know why is Teamwork important
- Identify types of Teams
- Identify a Team's purpose
- Recognize the scope of Team's ability
- Identify the characteristics of Productive Teams

4. Fee:

Rs.5000 /- (exclusive of Service Tax)