



# Rajasthan State Productivity Council

## राजस्थान राज्य उत्पादकता परिषद्



### TRAINING PROGRAMME ON

### **“Advance Course on Secretarial Effectiveness for Office Staff”**

January 13-17, 2020 at Udaipur

#### The Need:

Support staff of yesterday used to type, take instructions, perform filing, attend to visitors and make phone calls for their bosses. But the demands made of changing time, Secretaries and administrators are different, as they are expected to carry out multiple tasks, be proactive, manage time, people and problems and communicate for getting results. Today, Senior Executives need much more support from their Secretaries to achieve their goals, in this competitive environment. Where expectations in terms of quality are high, timeliness of output and knowledge of new technology are essential to save precious time and improve productivity.

#### Programme Outcome:

- Perform their duties and responsibilities to the required standards of the profession
- Establish a productive and co-operative team with seniors, juniors, peers and others with whom they work and effectively set priorities and manage time
- Perform their office administration responsibilities with greater effectiveness and efficiency

#### Coverage:

- Changing Role: Developing Professionalism – roles and responsibilities
- Interpersonal Skills: Interacting and Relating with the People, Human Relations and Teamwork
- Time Management, Planning and Organising Skills
- Office Management: Managing Records & files
- Communication Skills: Office Correspondence Skills
- Executives' expectations from Secretaries: Secretarial etiquette and manners.
- Key to success- inculcating right habits to improve personal effectiveness.

#### Participant's Profile:

Executive Secretaries, PPS, PS, Section Officers, PA, UDCs, LDCs, Stenographers, Assistants, Technical Assistants, Multi Tasking Staff and other staff who discharge similar duties and responsibilities. Officers, Office Supervisors, attached to Senior Executives from Educational Institutes, Colleges, Government Departments, Ministries, PSUs, Private Sector, Corporations, Boards, Banks, Cooperatives, Autonomous org., Service Sector and others.

#### Dates & Venues:

**January 13-17, 2020 at Udaipur**

Check-In: 13/01/2020 (FN 1200 Hrs.),

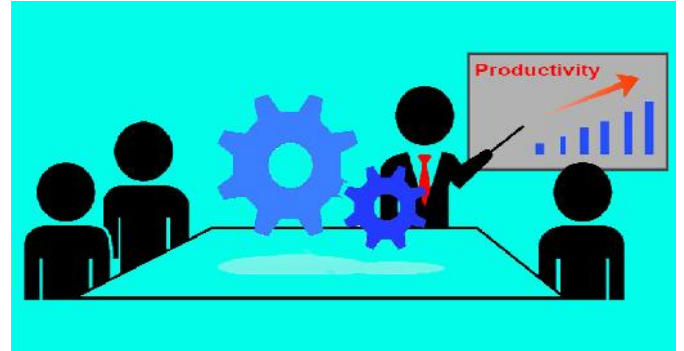
Check-Out: 17/01/2020 (FN 1100 Hrs.) **4 Nights Stay.**

Programme starts on 13/01/2020 at 1600 Hrs.

Programme closes on 17/01/2020 at 1030 Hrs.

#### Facilitator:

The Faculty would include specialists from Rajasthan State Productivity Council members and invited speakers from organizations/ institutes of eminence.



#### Methodology:

Interactive lecture sessions from subject experts, group discussions, experience sharing, case exercises and many more.

#### Study Tour:

Programme includes a half day study/ cultural tour to nearby places.

#### Fees:

- ❖ **Rs. 49500/- + 18% GST** for residential participants, inclusive of boarding and lodging arrangements for **4 nights** on **single sharing** basis & Course Material Kit.
- ❖ **Rs. 39500/- + 18% GST** for residential participants, inclusive of boarding and lodging arrangements for **4 nights** on **double sharing** basis & Course Material Kit. (For twin sharing minimum 2 participants with same gender required from same org)
- ❖ **Rs. 29500/- + 18% GST** for **non-residential** participants, inclusive of lunch and course material kit.

**\*Group Discount for 5 or more participants @ 5% Or**  
**\*\*Early Bird Discount @ 5%, if nomination with fees is received 15 days before the start of the programme.**

**\*\*\*Spouse is welcome on nominal charges basis, which may be around Rs. 500/- per day.**

**\*\*\*\*Children charges above 6 years @ Rs. 1,000 per day.**

**We can design programmes to the specific learning needs of your organisation (minimum group sizes of about 10 participants), and we look forward to collaborating with you in the process.**

#### Registration:

Advance intimation for registration may be sent by the organizations with names of participants, designation, name of organization, contact details with email ID and mobile no. through E-mail/ Fax to RSPC. Full details along with the Cheque/Demand Draft, drawn in favour of **Rajasthan State Productivity Council**, payable at Jaipur should be sent by speed post or courier to RSPC. Fees may be sent to RSPC Jaipur through **ECS to:** Name of Bank: **Punjab National Bank**, Bank A/c No. **0221000100282284**, RTGS/NEFT/IFSC Code: **PUNB 0022100**, MICR Code: **302024003**, PAN: **AACAR7427F**, Goods and Services Tax (GST) Registration No.: **08AACAR7427F1ZG**.

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No.RSPC/2020/01/1  
25/11/2019

Dear Sir/Madam,

**Rajasthan State Productivity Council (RSPC) Jaipur** is pleased to announce its **Calendar of Training Programmes 2020** and its **Training Programme** on “**Advance Course on Secretarial Effectiveness for Office Staff**” during **January 13-17, 2020** at **Udaipur**.

**Rajasthan State Productivity Council (RSPC)** is a non-profit making autonomous organisation established as a registered society in the year **1959** under the Societies Registration Act with the objective to promote productivity culture in India. RSPC provides Consultancy and Training and undertakes research in the areas of productivity and quality, besides implementing the productivity promotion programmes of the National Productivity Council, India.

Support staff of yesterday used to type, take instructions, perform filing, carry out tests, attend to visitors and make phone calls for their bosses. But today's Secretaries, administrators & Laboratory staff are expected to carry out multiple tasks, be proactive, manage time, people and problems and communicate for getting results. Today, Senior Executives need much more support from their Staff in this competitive environment. Where expectations in terms of quality especially relating to Laboratory are high, timeliness of output and knowledge of new technology are essential to save precious time and improve productivity.

Keeping the above in view, this training programme aims at providing the participants an insight into various techniques of effective management of office. It also aims at providing to the participants, perspectives that will help them in achieving improvements in the organisation and thereby obtaining various benefits.

A copy of the brochure giving programme outcome, coverage, participant's profile, methodology, dates, venue, facilitator, participation fees and registration procedure is enclosed for your kind perusal. The detailed brochure is also available on **web: www.rspcjaipur.org**.

We are sure that you would take advantage of this training programme and nominate a few officials from your organization. Kindly feel free to write to us or call us on **Phone: 09588029920** or **mail at rspcjaipur@gmail.com** in case any further clarifications are required. We look forward to your early response.

Thanking you

Yours faithfully,

(Sanjay Sharma)  
Secretary

Encl: Programme Calendar & Programme Brochures.