



# E Soft Technology by

Department of Personnel & Training  
Government of India & U.N.D.P

## CONTENTS

1. Package of Personality Development
2. Leadership
3. Interpersonal Relations
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5. Stress Management
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9. Time Management
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### Package of Personality Development

#### Aim

The training module is aimed at the promotion of the strategies for the personality development of the participants. The rationale behind this endeavor is the recognition of the multifaceted influence of the personality of the employees upon organizational effectiveness.

#### Objectives

The objective of the training program is bring about personality development with regard to the different behavioral dimensions that have far reaching significance in the direction of organizational effectiveness.

#### Methodology

Lecture-cum-discussion  
Group Discussion  
Management Games  
Case Studies



## **Participants**

The participants will consist of officers in the A, B and C category.

**DURATION:** 1 Month

## **Course content**

**Unit 1 Leadership:** - Introduction to Leadership, Leadership Power, Leadership Styles, Leadership in Administration.

**Unit 2 Interpersonal:** - Introduction to Interpersonal Relations, Analysis of Relations of different ego states, Analysis of Transactions, Analysis of Strokes, Analysis of Life position

**Unit 3 Communication:** - Introduction to Communication, Flow of Communication, Listening, Barriers of Communication, How to overcome barriers of communication.

**Unit 4 Stress:** - Introduction to Stress, Causes of Stress, Impact Management Stress, Managing Stress

**Unit 5 Group Dynamics:** - Importance of groups in organization and Team Interactions in group, Group Building Decision Taking, Team Building, Interaction with the Team, How to build a good team?



**Unit 6 Conflict:** - Introduction to Conflict, Causes of Conflict,  
**Management** Managing Conflict

**Unit 7 Performance:** - Introduction to Performance Appraisal,  
**Appraisal** Vertical Appraisal, Horizontal Appraisal,  
360° Performance Appraisal,  
Methods of improving Techniques of  
Performance Appraisal.

**Unit 8 Time:** - Time as a Resource, Identify Important Time  
**Management** Wasters, Individual Time Management  
Styles, Techniques for better Time  
Management.

**Unit 9 Motivation:-** Introduction to Motivation, Relevance and  
types of Motivation, Motivating the subordinates,  
Analysis of Motivation

**Day-wise Breakup**

Session I Registration, Familiarization and Inauguration  
and Introduction to the Course

Session II Problem identification, report presentation  
and discussion

Session III Introduction to Leadership

**1<sup>st</sup> Weeks**

Session IV Leadership Styles

Session I Interpersonal Relations

Session II Boss-Subordinate Relations

Session III Introduction to Communication



**2<sup>nd</sup> Weeks**

Session IV Barriers of Communication

Session I Introduction to Stress and Causes of Stress

Session II Impact of Stress and Managing Stress

Session III Group Dynamics

**3<sup>rd</sup> Weeks**

Session IV Team Building

Session I Introduction to Conflict

Session II Managing Conflict

**4<sup>th</sup> Weeks**

Session III Introduction to Performance Appraisal

Session IV Designing a Performance Appraisal System

Session I Time Management

Session II Managing time meaningfully

Session III Motivation

**Last Weeks**

Session IV Action Plan, Evaluation and Valediction