



**F.No. 33070/1/2011-ISTM(BT)**  
**GOVERNMENT OF INDIA**  
**INSTITUTE SECRETARIAT TRAINING & MANAGEMENT**  
**DEPARTMENT OF PERSONNEL & TRAINING**  
**ADMINISTRATIVE BLOCK, JNU CAMPUS(OLD)**  
**OLOF PALME MARG, NEW DELHI-110067**  
(TEL. 26108946; TELEFAX: 26104183)

Date: 1<sup>st</sup> August, 2011

To

1. Chief Secretaries of All States Govts./Union Territories
2. All Ministries/Departments of the Govt. of India
3. Public Sector Undertakings/Nationalized Banks/Insurance Companies.

Sub: - Training Programme on **Organizational Behaviour in Government**  
from **17-21 October, 2011.**

Sir,

A training programme on **“Organisational Behaviour in Government”** will be conducted in this Institute from **17-21 October, 2011.** The details of the programme i.e. the objectives, course contents, level and type of participants, venue etc. are given in Annexure-I.

2. Only such officers should be nominated who can attend the programme on whole time basis. While making nominations the level and type of participants as indicated in Annexure-1 may kindly be borne in mind. An officer who have already attended similar programme conducted by ISTM or any other institute should not be nominated for this programme.

3. Nomination (s) in the enclosed proforma (Annexure-II) may kindly be sent to the undersigned so as to reach latest by **17<sup>th</sup> September, 2011.** The receipt of nomination does not guarantee admission of an officer in the course. Therefore, the officer(s) concerned should be relieved for attending the programme only after receipt of specific confirmation regarding acceptance of the nomination.

Yours faithfully,

Sd/-  
**{Mrs.} Geetha Nair**  
**Joint Director [BT]**  
**Tel. 26108946**

**Programme Title** : **Organizational Behaviour in Government.**  
**Venue** : ISTM Campus, JNU (Old) Campus,  
New Mehrauli Road, New Delhi-110067.  
**Course Coordinator:** Geetha Nair {Mrs.}

---

**OBJECTIVES:** To help participants:

1. become aware of themselves and their interpersonal behaviour
2. acquire skills of being effective.
3. become aware of factors that inspire and motivate them and their team members.
4. develop skills in effective team working
5. Manage stress and conflict

**COURSE CONTENTS**

- Human Behaviour in Organisation
- Communication in Organisation
- Inter-personal effectiveness
- Collaborative processes in organisation
- Leadership and Team Development
- Motivation
- Management of Conflict & Stress at Work.

**LEVEL & TYPE OF PARTICIPANTS**

The programme is designed for Group A & B Gazetted Officers in Ministries/ Departments and Senior and middle management in PSUs.

**METHODOLOGY**

The workshop will be run through multiple experiential learning processes like: Individual & Group Exercises, role-plays, case-studies etc.

**HOSTEL AND OTHER FACILITIES**

Due to renovation work in the hostel, hostel facility will not be available during this period. The participants therefore, will have to make their own arrangement for stay in Delhi for attending this programme Working lunch and tea snacks will be provided to all participants during the workshop.

**CAPITATION FEE:** A capitation fee of Rs.2000/- (Rupees Two Thousand) per participant will be payable for nominees of organizations **other than Central or State Governments** on their admission to the course. The capitation fee may be paid by a crossed Account Payee Cheque/Demand Draft drawn in favour of **“Assistant Director, Institute of Secretariat Training & Management, New Delhi”**, payable at New Delhi at the time of registration on the opening day of the course. Failure to make the

payment during registration would render the admission of the officer invalid automatically

The programme is non-residential. However, hostel facilities are available for outstation participants on nominal payment basis. In case a candidate needs hostel accommodation, he may indicate this in the Nomination Form.

6. Objectives: explain the importance of Behavioral Skills in the Organization
7. describe the skills required to maintain their interpersonal relations in various situations.
8. identify and analyse the behaviour of the people by sharing experience.
9. manage stress and conflict.
10. motivate the subordinates.