



RefNo. : 5176

Dated 19.12.2018

**Sub: Residential Training Programme on "Modern Office Management and Performance Management" at Kanyakumari (Tamilnadu) during February 11-15, 2019**

Dear Sir/Madam,

We are glad to inform you that National Productivity Council, Chandigarh is organizing the above-mentioned residential training course during **February 11-15, 2019 at Kanyakumari (Tamilnadu)**.

As you are aware that an Office Management is the administrative handling, controlling & maintaining a balanced process of work inside the office of an organization, the office manager is therefore responsible for planning, organizing and controlling the office work, processes and evaluating the outcome. The role of office manager and office administrator has changed drastically over years as it is very important for an office manager/office administrator to get maximum office/employee productivity by effective utilization of space, manpower, equipment & other resources and also creating good work environment so that every employee contributes maximum according to his/her potential. Modern Office Management has become a prime concern of each and every employee who not only does the work but also gets the work done by his/her subordinates. The "Office of the Future" with three forces Computer, Communication and Human Resource has triggered the emergence of new concepts and patterns.

In today's economic climate, organizations face unprecedented pressure not only to achieve goals and meet expectations of citizens but also to deliver productivity and efficiency. The proper measurement of organizational performance, productivity and efficiency is therefore an essential part for general welfare of all groups in society and nation. Performance Management is therefore not only telling a person what to do and 'policing' them until it is done, rather, it is an integral part of the manager and employee's job. Hence Performance Measurement is a key process in any organization and should assist the management and staff to focus on key issues and business objectives to ensure sustainability.

A brochure containing detailed information about the programme (course coverage and programme fee) is enclosed. You are requested to nominate personnel from your organization to participate in this programme. The programme is residential and fee is inclusive of board and lodge. The number of seats is limited and nominations will be accepted on first-cum-first-served basis.

Thanking you,

Yours truly,

(S.P. Singh)

Regional Head

## PHYSICAL ARRANGMENT :

The participants will have to make their own travel arrangements to reach the venue of the programme on 11.02.2019(AN) and return on 15.02.2019(FN). Complete stay arrangement including breakfast, lunch & dinner for the participants have been made in the hotel and charges are included in the programme fee.

## NOMINATIONS :

All nominations must accompany Cheque/DD/RTGS in favour of "National Productivity Council". For making payment through RTGS, the bank details are as under:

IOB Bank A/C No. : 026501000009207

IFCS/RTGS/NEFT Code : IOBA 0000265

MICR Code : 110020007

PAN No. : AAATN0402F

GST No : 04AAATN0402F1ZE

Bank Name : Indian Overseas Bank, 70-Golf Links, New Delhi-110003

The number of seats is limited and nominations will be accepted on first-cum-first-served basis. Last date of nomination is **04.02.2019**.

## ENQUIRIES AND MAILING ADDRESS

### Regional Head

NATIONAL PRODUCTIVITY COUNCIL

SCO-40, Sector – 7C, Madhya Marg, Chandigarh

Phone: 0172- 2794108, 2794110; Fax :0172-2794109

E-mail:[npc-chd@chd.nic.in](mailto:npc-chd@chd.nic.in), [ashishkr.verma@nicindia.gov.in](mailto:ashishkr.verma@nicindia.gov.in), [sp.singh@npcindia.gov.in](mailto:sp.singh@npcindia.gov.in)

Mobile: 07589219766; 9888481938, 8802866347, 7589219766

Website : [www.npcindia.gov.in](http://www.npcindia.gov.in)

## RESIDENTIAL TRAINING PROGRAMME

ON

MODERN OFFICE MANAGEMENT

AND

PERFORMANCE MANAGEMENT

AT

**Kanyakumari (Tamilnadu)**

**(February 11-15, 2019)**



NATIONAL PRODUCTIVITY COUNCIL

**NATIONAL PRODUCTIVITY COUNCIL**

(Under Ministry of Industry & Commerce, Govt. of India)  
SCO 40, Sector – 7 C, Madhya Marg, Chandigarh

## PROGRAMME OBJECTIVES :

- To discuss about Modern Office Management practice
- To discuss about roles and responsibilities of office Manager/Office Administrator
- To discuss importance and various aspects of Performance Management System
- To acquaint participants with tools & techniques of Performance Measurement System, HR aspects of Performance Measurement System so as to get maximum output from employees.

## CONTENTS :

- Introduction to Modern Office Management
- Office Automation and Communication Tools in Office Management
- Modern Practices in Team Building, Time Management, Communication and Change Management
- 5S and Kaizen implementation in Office
- Effective Supervision and Administration in Office
- RTI and its relevance in Modern Office Management
- Key Provisions of RTI Act, 2005 and Issues in implementing RTI Act, 2005
- Knowledge Management
- Overview of Performance Measurement System
- Developing Key Performance Indicators (KPIs)
- Planning, Target Setting and Setting Standards
- Competency Assessment
- Performance Evaluation Competencies Assessment
- Progress Review
- HR Aspects of Performance Measurement System
- Performance Management System: Lessons learnt so far

## PARTICIPATION:

Chief Executives, Senior & Middle level Officers, Managers, Head of Departments from Central & State Government Departments, Boards, Corporations, Cooperatives, Public Sector Undertakings, Banks, Public Finance Institutions, Educational Institutions and Senior Managers from Private Sectors

## METHODOLOGY:

A combination of theoretical and practical inputs in the form of group discussions, workshops, exercises, role-plays, case studies and success stories will be used for knowledge sharing

## CERTIFICATION :

A certificate from NPC will be issued to those participants who satisfactorily complete the requirements of the course

## VENUE & DATES:

**Kanyakumari (Tamilnadu)**

FEBRUARY 11-15, 2019

Check-in: 11.02.2019 (AN) and

Check-out: 15.02.2019 (FN) (Four Nights only)

Programme starts on 11.02.2019 at 16:30 Hrs

## PROGRAMME FEE :

**Rs. 48,000/- (Rupees Forty Eight Thousand only) plus applicable GST (at present 18%) per participant. The requisite fee must be sent along with nomination.**

**Note :** In case of Central Government, State Government and UT administration, they are exempted from IGST for training programme payment.

The spouse and children are allowed to stay along with the participant. However, charges towards boarding and lodging of accompanying spouse and children will have to be paid by the participant to the hotel directly in cash. The requisite participation fee must be sent along with nomination.