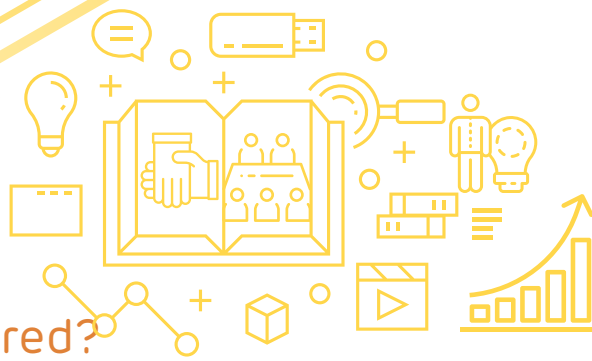


# Behavioural and Communication Aspects Two-day Management Development Programme September 27 - 28, 2019



## Why is this required?

In this era of unrelenting changes, the ability to get along with others is a key to climb the leadership ladder. The managers today need to identify the causes and effects of individual behaviours because the collectively behaviour within an organization has a profound effect on business performance. Also, they have to deliver interpersonal messages that persuade without coercion, convey the critical without damaging the relationship, motivate for tangible results and foster collaboration by embracing differences.

This two day, full time MDP Interpersonal Effectiveness and Leadership: Behavioural and Communication Aspects aims at building critical competencies ranging from self-awareness to self-regulation, from empathy to social skills so as to empower the managers in their middle and senior management roles in the organization.

## Pedagogy

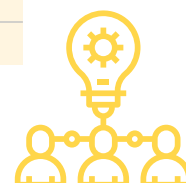
This semi-structured programme is designed to focus on learning by doing. This includes concept sessions, assessment tools, unstructured and structured group discussions, management games, role-plays, application labs and case study analyses.

## Learning Outcomes

To deliver long term value to the participants by:

- a) Providing assessment tools for vastly improved understanding of behavioural dynamics.
- b) Helping the participants to "read" people accurately and to "hear" what they are really saying.
- c) Augmenting their power of influence and persuasion.
- d) Applying positive approach to leadership communication within teams
- e) Developing oratory skills for motivation and inspiration.
- f) Employing emotional intelligence even in difficult situations.

Competencies Enhanced	
Leadership of Results	Leadership of People
Embracing change	Teamwork & Collaboration
Effective Execution	Conflict Management
Ownership & Accountability	Employee Development





## Programme Highlights

This immersive programme design leverages experience of participants, to create a balance between theory, application and reflective learning.

- b) Up-to-date and well-researched reading material for the program will be provided by the instructor.
- c) Application labs that ensure that the learnings are put to use in daily professional lives.
- d) Readings, Case studies and assessment tools for the programme are based on the best practices of premier business schools and organizations.

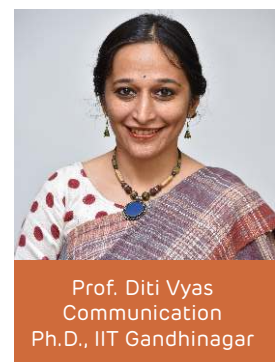
## Expected Participants

This programme is useful for all managers/executives/administrators irrespective of their functions, hierarchical position and business involvement - be it in the private/public sector organizations, multinational companies, government organizations or non - governmental organizations. For optimum return from this programme, organizations are encouraged to sponsor a team of 2 - 4 managers who are responsible for managing a department, division, business unit, or the entire organization

## Faculty Details

Dr. Diti Vyas

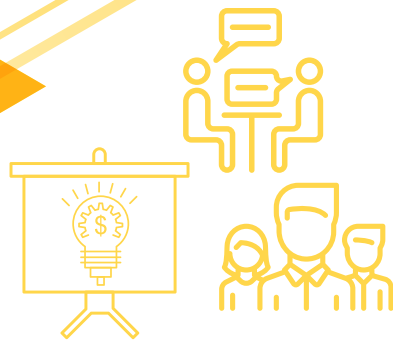
Dr. Vyas, heads the Communications Area at Adani Institute of Infrastructure Management (AIIM), Ahmedabad. Currently an Associate Professor, she has an experience of more than 17 years of academic teaching and research and corporate consulting and training. She is a Ph.D. from Indian Institute of Technology, Gandhinagar and has received national and international accolades. She has widely lectured and presented at international and national forums such as Maastricht University, The Netherlands, University of Worcester, United Kingdom, York University, Canada, Marino Institute of Education, Ireland, National Institute of Design (NID), Bharatiar University, Tamilnadu and Calicut University, Kerala. She is a certified Business English Certificate (BEC) trainer and has offered various short and long Management Development Programmes for executives of Adani Group, Sterling Hospital, State Bank of India, Rubber King Private Ltd. etc.



Prof. Diti Vyas  
Communication  
Ph.D., IIT Gandhinagar

She can be reached at [Diti.Vyas@aiim.ac.in](mailto:Diti.Vyas@aiim.ac.in)





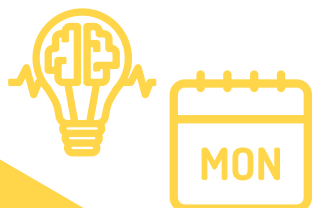
Dr. Jallavi Panchamia

Dr. Jallavi Panchamia, faculty at Indian Institute of Public Health, holds a Ph.D. in the area of Organizational Behaviour from CEPT University, Ahmedabad and has more than 14 years of experience in academics, training, research and consulting. Before IIPH, she was associated with AIIM with the capacity of area chair for Human Resource Management and MDP chairperson. She has been a visiting faculty at the School of Petroleum Management (SPM), Pandit Deendayal Petroleum University (PDU) Gandhinagar, Central University of Gujarat (CUG), Nirma University, National Institute of Fashion Technology (NIFT) and Indian Institute of Public Health, Gandhinagar (IIPHG). Her expertise lies in offering experiential workshops and MDPs in area of micro and macro human behaviour in organization, behavioural change management and talent management practices for middle and senior level executives. In the past, she has been a successful MDP resource person at various places such as Government of Gujarat, Kalptaru Power Transmission Ltd., Torrent Pharmaceutical Ltd., and the Adani group companies.



Prof. Jallavi Panchamia  
Organisational Behaviour  
Ph.D. (CEPT)

She can be reached at [jpanchamia@iiphg.org](mailto:jpanchamia@iiphg.org)





## Programme Details

### Module 1: Understanding Self and Interpersonal Effectiveness

Themes	Content
<ul style="list-style-type: none"> <li>• Self-awareness and Interpersonal Styles</li> </ul>	<ul style="list-style-type: none"> <li>• Micro Lab</li> <li>• Understanding the level of personal effectiveness and self-ego states, life positions</li> <li>• Self- assessment to measure effectiveness</li> </ul>
<ul style="list-style-type: none"> <li>• Power, Influence and Persuasion</li> </ul>	<ul style="list-style-type: none"> <li>• Principles of Persuasion &amp; Social Influence tactics</li> <li>• Reading and Mastering Non-Verbal Signals</li> <li>• Application Lab with Influence mapping and exercising</li> </ul>
<ul style="list-style-type: none"> <li>• Perception, Attribution and Decision-Making</li> </ul>	<ul style="list-style-type: none"> <li>• Identifying own biases and errors in decision-making and ways to overcome them.</li> <li>• Understanding how perception and attributions affect our decision-making ability?</li> </ul>
<ul style="list-style-type: none"> <li>• Emotional intelligence</li> </ul>	<ul style="list-style-type: none"> <li>• Essential dimensions of emotional intelligence and why it is required? How to cultivate?</li> <li>• How to convey Negative News without Damage?</li> </ul>
<ul style="list-style-type: none"> <li>• Active Listening, Feedback Skill and Coaching</li> </ul>	<ul style="list-style-type: none"> <li>• Building Blocks of Effective Feedback</li> <li>• Models of Positive and Constructive Feedback</li> <li>• Application Lab with Managerial Role-Play</li> </ul>





## Module 2: Building Leadership Potential and Skills

Sub Themes	Deliverables
<ul style="list-style-type: none"><li>• Leadership Style Assessment</li></ul>	<ul style="list-style-type: none"><li>• Interpreting and analyzing one's leadership style and context of external environment</li><li>• Tool based exercise and assessment</li></ul>
<ul style="list-style-type: none"><li>• Speaking with Power</li></ul>	<ul style="list-style-type: none"><li>• Strategies for effectively mobilizing diverse groups through the power of communication.</li><li>• Methods of Structuring Messages and the Persuasive Story Pattern,</li><li>• Tactics of Appealing to Audiences</li><li>• Devices for communicating Effectively,</li><li>• Techniques of Clear and Captivating Delivery</li><li>• Application Lab</li></ul>
<ul style="list-style-type: none"><li>• Motivating Others</li></ul>	<ul style="list-style-type: none"><li>• Developing various ways to motivate and engage others in organization</li><li>• Simulation exercise for better understanding</li></ul>
<ul style="list-style-type: none"><li>• Communicating in Teams</li></ul>	<ul style="list-style-type: none"><li>• Factors influencing group Dynamics</li><li>• Problem Solving Approaches within Groups</li><li>• Managing group communications through appropriate interventions</li><li>• Application Lab</li></ul>
<ul style="list-style-type: none"><li>• Conflict and Negotiation</li></ul>	<ul style="list-style-type: none"><li>• Learning phases of conflict process and methods of negotiation in organization</li><li>• Role play simulations and discussions</li></ul>





## Senior Speaks

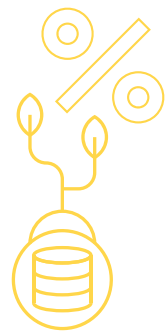
"If you want to achieve success in your project as a project leader / manager, you should be aware that you will need more skills than technical knowledge alone. Your ability to build interpersonal relationship with team members is decisive in obtaining good end results. This 2-days program has been designed in such a way that it will enhance the interpersonal and leadership capabilities among the participants."



Dr. D. M. Pestonjee  
(former Professor,  
IIM Ahmedabad)

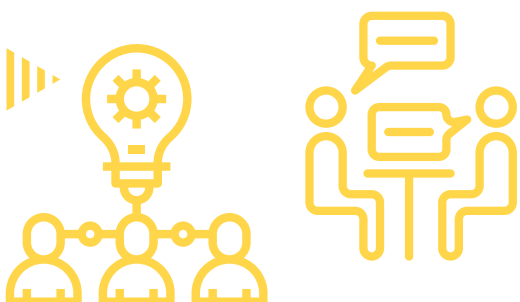
## Programme Fees

Per Participant	Rs. 15,000/- plus applicable taxes
Discount (In case of 2-3 participants enrolling together)	Rs.13,500/- plus applicable taxes (per participant)
Discount (In case of 4 or more participants enrolling together)	Rs.12,000/- plus applicable taxes (per participant)



### Please Note:

- Participants shall be awarded a **"Certificate of Participation"** from the Adani Institute of Infrastructure Management upon successful completion of the programme.
- The fee is inclusive of tuition fee, program material, meals and refreshments for all days.
- In case of a residential programme, accommodation for participants will be made available on a twin sharing basis at the AIIM Guest House and will be included in the programme fee.
- Since available seats are limited, registration for the programme is on a first come, first serve basis. Applicants are advised to apply well in time.
- Programme fees are non-refundable once the programme has commenced.
- For unforeseen reasons, Adani Institute of Management reserves the right to cancel the programme at its absolute discretion, without any liability.
- Payment for the programme can be made through NEFT, Draft, Cheque Credit Card and Paytm.







Name of the Bank	AXIS Bank Ltd.
Name of the Branch	Shantigram Township Branch, Gandhinagar
IFSC / NEFT Code	UTIB0003414
Name of the Account to which the amount is to be credited.	Adani Institute of Infrastructure Management
Account Type	Current
Account No.	918020066887625
Purpose of Remittance (description)	Programme Fee for IE&L

## Contact Information

Individual Applicants / Corporate nominated applicants may send in their nominations to [mdp@aim.ac.in](mailto:mdp@aim.ac.in) along with a proof of remittance of fee.

**Should there be the need for any help or assistance, please contact:**

**Mr. Keshav Bhatia**, Head of Executive Education

Adani Institute of Infrastructure Management

Mobile No: +91-9898141576 | Email id: [Keshav.bhatia@aim.ac.in](mailto:Keshav.bhatia@aim.ac.in)

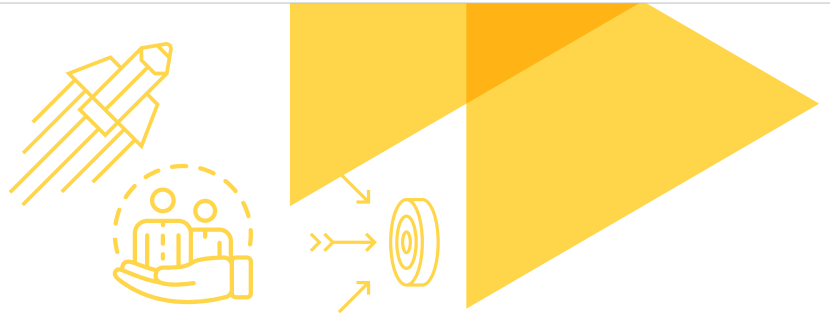
MDP Office, 1<sup>st</sup> Floor, AIIM Building, Adani Shantigram, S.G. Highway, Ahmedabad 382421, Gujarat, India

## About Adani Institute of Infrastructure Management (AIIM)

Established in 2009, AIIM has been at the forefront of infrastructure management education in a specialised and scientific manner, with its synthesis of research, education, and consulting. AIIM's success is built on an interdisciplinary approach by bringing a systems perspective to grand challenges in areas such as infrastructure management, energy, health care, education, and allied sectors. AIIM offers AICTE approved, 2-year full-time programmes: PGDM (Infrastructure Management) and PGDM (Law).







## Executive Education - AIIM

Practicing managers need to constantly upgrade their cross-functional skills, strategic vision and management expertise, while continuing to work. A wide spectrum of programmes and are offered under the banner of executive education, as mentioned below:

- **Executive Programme in Management:**

- 12 month, capsulated programme in General Management with electives.
- Sessions delivered by KPMG Instructors, visiting faculty from industry & academia.
- Case based pedagogy, with extensive use of business simulations.
- Hands-on project work.
- Rigorous residential programme.

- **Open MDPs**

- Rich calendar of MDPs, across the spectrum of Management Domain
- Both corporate nominated and self-nominated individuals are allowed to apply.
- Certification as well as Certificate based programmes.

- **Customised In Company Programmes:**

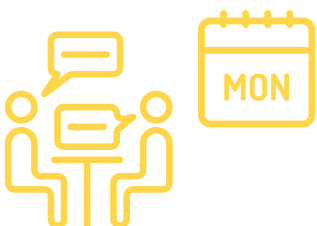
- Programmes with tailor made modules, to meet specific business requirements.

- Consultancy Projects & Research Support (Case Writing / White Papers)

**A few upcoming MDPs:**

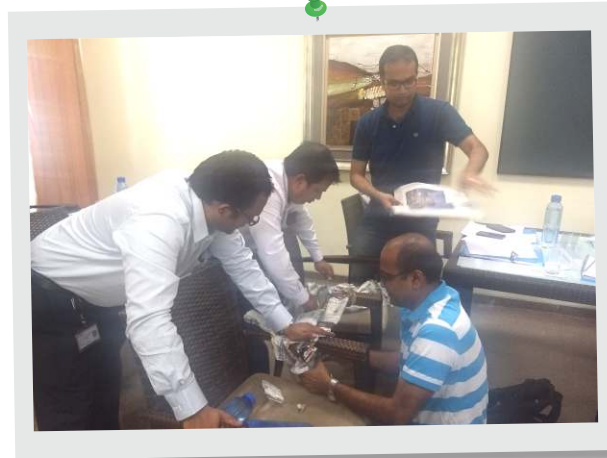
- Data Analytics for Managers
- Strategic Decision Making - A Business Simulation Workshop
- Finance for Non-Finance Executives
- Strategic Costing and Management Control Systems
- Emerging Leaders Programme
- Business Leaders Programme

Notifications for upcoming MDPs are available on the institute website. Kindly write to [mdp@aiim.ac.in](mailto:mdp@aiim.ac.in) for any clarifications.





## Glimpses Of The Last Programme



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