



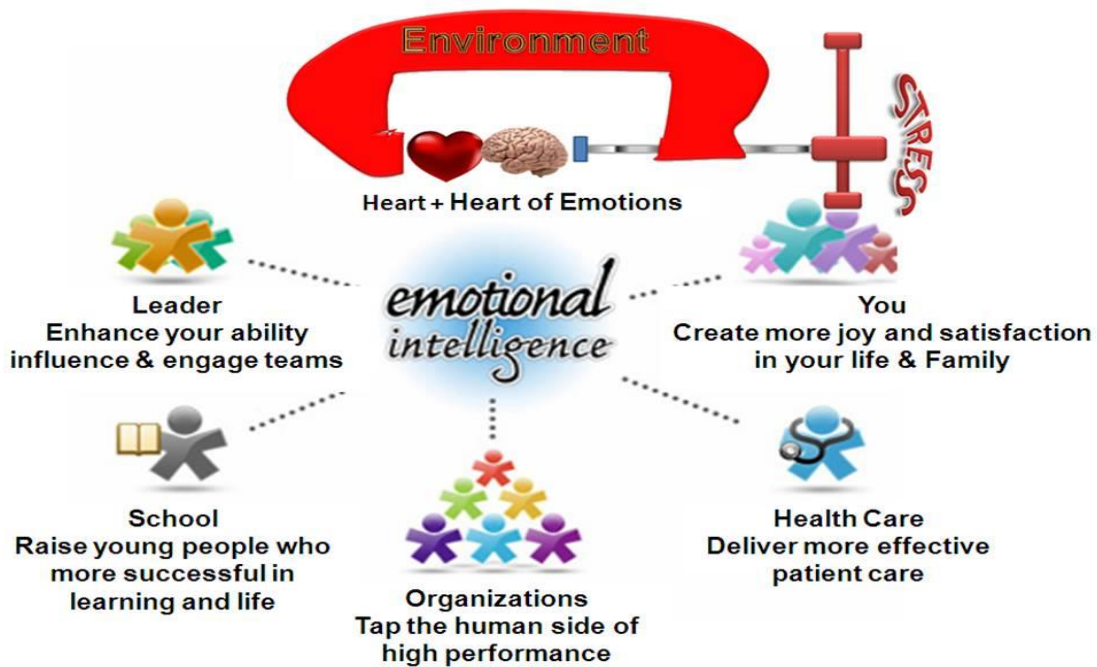
**Engineering Staff College of India**  
 Autonomous Organ of The Institution of Engineers (India)  
 Old Bombay Road, Gachibowli, Hyderabad – 500 032. Telangana, India



**Management and Technology Division**

Continuing Professional Development Programme on  
**Interpersonal Skills Effectiveness and  
 Emotional Intelligence**

(For Managerial Effectiveness and balancing Stress with practical and Work play)  
 04-06 December 2019



(An ISO 9001:2015 Certified, AICTE & CEA Recognized Institution)

**Centre for Promotion of Professional Excellence**

## Introduction

Emotional Intelligence (EI) describes the ability, capacity, skill or, in the case of the trait EI model, a self-perceived ability, to identify, assess, and manage the emotions of one's self, of others, and of groups. Emotional intelligence (EI) is one of the most important ideas to hit the business world in recent years. It is based on the notion that the ability of engineers or executives to understand their own emotions, and those of the people they work with, is the key to better business performance.

Typically, "emotional intelligence" is defined in terms of emotional empathy, attention to, and discrimination of, one's emotions, accurate recognition of one's own and others' moods, mood management or control over emotions, response with appropriate (adaptive) emotions and behaviors in various.

Interpersonal skills are the skills that a person uses to interact with other people. Interpersonal skills are sometimes also referred to as people skills or communication skills. Interpersonal skills are how people relate to one another. Interpersonal skills involve using skills such as active listening and tone of voice, they include delegation and leadership. It is how well you communicate with someone and how well you behave or carry yourself. Also they help people further their careers.

As an illustration, it is generally understood that communicating respect for other people or professionals within will enable one to reduce conflict and increase participation or assistance in obtaining information or completing tasks.

## Objectives

- To provide participants with a set of essential skills that will contribute to their interpersonal effectiveness on the job.
- To help participants understand self and others and learn to deal with complex interactions that arise from our inherent differences

## Contents

- What are Emotions & What is Emotional Intelligence?
- Developing your Emotional Intelligence by Understanding Self and Others
- Developing I'M OK YOU ARE OK Attitude at all levels
- Interpersonal Skills and Role of Empathy in managing relationships
- **Stress coping and management :**
  - What is stress
  - Types of stress
  - Causes of stress
  - Biochemistry of stress
  - Body response to stress
  - Effect of stress on human life
  - Performance and stress
  - Positive and negative stress
  - How to recognize stress
  - How to map stress
  - Strategies to cope with stress
  - Enhancing coping skills
  - Self-assessment techniques
  - Tools to handle stress
  - Imagery, visualization and scientific meditation
  - Executive management of stress
  - Case Study For Interactive Discussion
  - HR Instrument – Syndicate Exercises

## METHODOLOGY

Methodology of the programme includes class room Sessions with Lecture/discussion with audio visual aid, benched marked video shows, Chalk & Talk sessions, group discussions, case studies, debates, sharing of experiences, etc. All the sessions will be interactive demanding active participation from all the members. CMI will be the main method of instruction.

## FACULTY & RESOURCE PERSONS



**Dr. AP Natarajan**

Director,  
Victoria  
Foundation



**Dr. Vivek Modi,**

Medical Doctor, turned  
wellness trainer. He is a  
certified trainer from  
world renowned Dale  
Carnegie training and

has been in the field of training since  
2010.



**Dr. BUK Reddy,**

President ISMA  
(India) Ltd

Other faculty consists of experts from industry, research establishments, academia and experts who are into emotional intelligence research work are involved, **besides that from ESCI.**

## TARGET PARTICIPANTS

Professionals from Governments, Public Sector Undertakings and Private sector (from product, process and service sectors), Scientists working in Research Laboratories and Professors, Associated Professors, Assistant Professors, Administrative. Officers / Executives of various engineering colleges & Universities will find the programme useful.

## BENEFIT TO THE PARTICIPANTS.

Emerging fields like Emotional Intelligence shall provide many useful insights to participants for enhancing interpersonal skills and team work. The programme will help participants develop insights about self and others for working effectively in teams, managing conflicts and being assertive in interacting with others

## PROGRAMME VENUE, DATES & TIMINGS

**Venue: Engineering Staff College of India (ESCI) Campus, Old Bombay Road, Gachibowli, Hyderabad. 500032. TS, India.**

### DATES

**04 – 06 December 2019**

### TIMINGS

On the first day Registration will commence at 0900 h. On all other days the programme timings will be from 0945-1715 h with breaks in between for tea and lunch.

## COURSE DIRECTOR



**Gp Capt (Retd) BS Phillora, BE (ETC), AE (L), MMS (DS), M Phil, FIE, Certified Lead auditor ISO9001:2015**  
**Dean of Studies, ESCI &**  
**Sr. Faculty & HoD**  
**Management & Technology Division ESCI**

## COURSE FEE

₹ 15,500/-(Residential Fee) per participant. Fee includes, course material, course kit, twin-sharing AC accommodation as per availability, breakfast, lunch, dinner, tea / coffee and snacks during the actual days of training programme.

## DISCOUNTS

- ❖ **Non-Residential Fee-** 10% discount on course fee is allowed for non-residential participants.
- ❖ **Group Discount:** Additional 10% discount for three or more participants, if sponsored by the same organization.

**(All discounts are applicable only if fee is received at ESCI before the commencement of the programme.)**

**Goods and Services Tax @ 18%** is to be paid extra over and above the training fee. PAN Card No AAATT3439Q; **GST No. 36AAATT3439Q1ZV.** (Under commercial training or coaching services).

Programme fee is to be paid in favour of "IE (I)-Engineering Staff College of India" in the form of demand draft payable at Hyderabad at par cheques payable at any Bank Branches.

Alternatively, the payment may be made by Electronic Fund Transfer (EFT) to ESCI - **SB A/c No.0432104000039631 with The IDBI Bank Ltd., Gachibowli Branch, Plot No. 2-53/2, JNIBF, IIIT Junction, Gachibowli, Hyderabad-500032 by RTG's/ NIFT / IFSC Code No: IBKL0000432. ESCI PAN No. is AAATT3439Q. While using EFT/ Draft method of payment, kindly forward a covering letter giving details on the names of the participants, Title and the programme schedule so that proper accounting can be done.**

**Online registration** shall be available on ESCI website.([URL:www.escihyd.org](http://www.escihyd.org)) or Click on: <http://www.escihyd.org/index.php/mt-upcoming-trainings>

To register, manually please send your nominations giving details of name, designation, contact address, email address, mobiles no, telephone and fax number of the participant along with the details of mode of payment of fee, addressed to:

### **Head, Management & Technology Division**

Engineering Staff College of India

Old Bombay Road, Gachibowli, Hyderabad 500 032, Telangana, India

Phone: Direct 040 6630 4111, 6630 4112 & 6630 4105.

**Fax :** 04066304103 & 914030995227

Email : [mt@escihyd.org](mailto:mt@escihyd.org),

**CERTIFICATION :**

**A certificate of participation will be awarded to each participant on conclusion of the programme.**

**GENERAL INFORMATION**

- ESCI encourages participants to present case studies from their respective organizations.
- ESCI provides complimentary accommodation and boarding to the participants one day before commencement (Check-in 1200 h) and one day after conclusion (Check-out 1200 h) of the programme duration. Overstay charges will be applicable as per ESCI rules (subject to availability of accommodation)
- Well developed Information Centre and Internet facilities are available to the participants.
- **Nominating authorities are requested to kindly send the contact details of the participants while sending their nomination letter. This will help us in making necessary administrative arrangement for them.**