



INDIAN TECHNICAL AND  
ECONOMIC COOPERATION



**AMITY**  
INSTITUTE OF TRAINING & DEVELOPMENT

On-Campus Program

# THE ART OF COMMUNICATION UNLEASHING THE EFFECTIVE COMMUNICATOR WITHIN YOU

**13th to 25th March 2023**  
at Amity University Noida,  
(National Capital Region), India



## CONTEXT

Professionals and managers at all levels must rely upon sound communication for effective relationships. Concise, clear and confident communications create the right impact and help you in engaging and managing people. Effective communication skills help you to inspire others and sell your ideas and influence others.

This communication course provides the effective communication skills in the work place needed to handle all types of situations with a flexible genuine, and self-confident approach and build collaborative relationships based on trust and respect.

# KEY BENEFITS

- Build collaborative relationships that emphasize trust and respect.

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- Communicate effectively using simple and concise language.

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- Enhance listening to anticipate and avoid misunderstandings.

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- Foster cross-cultural understanding in your workplace.

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- Eliminate communication road blocks and focus on nonverbal cues.



# PARTICIPANT PROFILE

- Government officials, professionals and executives who want to be effective communicator.

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- Managers at all levels in all lines of business and enterprises.

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- Professionals, at all levels looking to improve their impact and performance through effective communication.

# PROGRAMME CONTENT

Through interactive workshops, self-assessments, role-playing activities and video simulations, you gain practical experience initiating and responding to various forms of communication.

e-ITEC Program

**THE ART OF COMMUNICATION  
UNLEASHING THE EFFECTIVE  
COMMUNICATOR WITHIN YOU**

13th March – 25th March 2023

# MODULES

## Module 1

### Building a Foundation

- Adopting simple, concise & direct Language
- Basic communication principles
- Applying communication process model.

## Module 2

### Setting Clear Goals for Your Communications

- Determining outcomes & results
- Initiating Communications

## Module 3

### Avoiding Communication Breakdown

- Creating value in your conversations
- Taking personal responsibility

## Module 4

### Translating across Communication Styles

- Four communication styles
- Bridging communication styles

## Module 5

### Listening for Improved Understanding

- Tools for active Listening
- Interpreting non-verbal cues

## Module 6

### Achieving Genuine Communication

- Creating openness
- A three-dimensional model of behavior
- Matching your body language to your message

## Module 7

### Cross – Cultural Communication

- Navigating beyond cultural boundaries.
- Working with filters and assumptions.

## Module 8

### Working constructively with Emotions

- Dealing with anger
- Managing emotionally charged situations

# FACULTY

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## **Arvind Deshmukh**

Arvind Deshmukh is a certified corporate coach, author and learning and development professional with over 16 years of work experience. Arvind holds a Bachelor of Engineering (with honors) in Instrumentation & Control and Masters of Business Administration (MBA) in International Business from Thunderbird School of Global Management, USA. He is a certified Global Mindset Facilitator and Design Thinking Coach.

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## **Dr R Sujatha**

Dr. R. Sujatha is a Coach and Organisation Behaviour Expert. She has 600+ hours of coaching experiences in her total 15 years of work experience. She has been certified and trained as Global Entrepreneurship Educator and facilitator by Wadhvani Global University. She is certified as an MHRD's Innovation cell to promote Innovation and Entrepreneurship among HEI's. She is also certified in developing Psychometrics assessments & tools and Emotional Intelligence.

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## **Dr. Vijit Chaturvedi**

Associate Professor in the area of HR/OB & Psychology at Amity Business School. Conducted MDP's in areas of Emotional well-being, Self Esteem, Pedagogical Advancements at National Training Power Institute. Certified NLP practitioner from Wisdom Tree Solutions, Certified teacher in Strategic Management conducted by Strategic Management Forum, at IIM Indore.

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## **Dr. Shuchita Chandok**

Asst Professor, Amity Institute of Corporate Communication

She is PhD (English) and holds Post Graduate Diplomas in Public Relation and Industrial Relations and Computer Applications. She has been a corporate trainer since 2007 and has conducted training programs for Genpact, Union Bank of India, Oriental Bank of Commerce and Election Commission of India. Her areas of training include Communication Skills, English Language Skills, Business Communication, and Leadership and Motivation

## JOINING INSTRUCTIONS : ITEC COURSES

**ARRIVAL ASSISTANCE:** Pick up and Drop from / at Indira Gandhi International Airport. The Airport is 30 km from Amity Campus and the travel time is 60 minutes approx.

**LIVING ASSISTANCE:** Participants are provided Daily Living Allowance of INR 1500/- per day

**ACCOMMODATION:** Air-conditioned rooms on single occupancy basis with facilities including TV, Internet, Fax, Coffee Maker and attached toilet

**FOOD:** All meals will be provided at approx INR 750/- per day, to be deducted from Day Living Allowance

**DRESS CODE:** Informal during training hours and casual thereafter. Wear light cottons during summer and woollens during winter

**WEATHER:** Noida/Delhi has summer (April-July) with temperature varying from 25°C to 45°C During winters (December – January) temperatures vary from 5°C to 22°C

**RULES:** University rules and regulations, security procedures and administrative matters will be explained to participants on arrival

**SHOPPING:** World-class shopping malls and centres are situated in Noida and Delhi. Delhi and Agra (230 kms away) are famous for tourist sites including Taj Mahal

**TRANSPORT:** Taxi, Metro Rail, Public Transport buses are easily available at University Campus

**PACKING TIPS:** Bring only clothes and other essentials. Training kit, bedding and linen will be provided to every participant.

**COMMUNICATION:** Amity University campus is wi-fi enabled. Participants may insert an



# THINGS TO DO IN AND AROUND NOIDA/ DELHI

## TOURIST SITES



### India Gate

- Commemorates Indian soldiers who died during World War-I
- Dramatically flood lit at night
- Thousands pay respect every day.



### Rashtrapati Bhawan

- Home of President of India surrounded by Mughal Gardens
- Has a museum complex



### Red Fort

- Massive fort built in 1638
- Reminder of power of Mughal Emperors.
- Includes veritable treasure trove of buildings



### Taj Mahal

- Ivory-white marble, mausoleum in Agra, near Delhi
- Built in 1632 by Mughal Emperor Shahjahan to house the tomb of his wife Mumtaz Mahal
- It is UNESCO world heritage site

## SHOPPING & ENTERTAINMENT



### DLF Mall of India, Noida

- Largest shopping Mall of Delhi/Noida
- 335 brands
- 7 floor filled with shopping
- 75 food and beverage options



### Janpath

- Great Place for budget shopping
- Long line of boutique stores of handicrafts, garments, curio
- Indian Street food



### Connaught Place

- Business and financial hub
- Centred on a ring of Georgian Style Buildings
- Global chain stores, bars and restaurants



### Khan Market

- Has many cafes, restaurants, bakeries and street food stalls
- Famous for stylish high-end designer shops

## CAMPUS FACILITIES



### Swimming Pool

- 50 meter Olympic size pool.



### Sports Complex

- Basket Ball courts,
- Tennis Courts
- Squash courts
- Athletics Track
- Yoga Complex



### Gymnasium

- The Gym has the latest equipment for men and women



### Arcadia

- Fun and Team Games
- Bowling Alley
- Pool Tables
- Video Games
- Discotheque



# AMITY UNIVERSITY

Amity University Uttar Pradesh is India's no.1 ranked not-for-profit pvt university and is ranked amongst the top 3% universities globally. It has 150+ group institutions and centres which offer 300+ graduate, post doctorate and doctoral programmes.

The University is located at Noida which is part of National Capital Region (NCR) adjacent to Delhi. NCR has been the centre of Indian civilization for at least 3000 years. It is the cultural, historic and governmental centre of India.

ITEC courses are conducted by Amity Institute of Training and Development

## CONTACT DETAILS

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