



A. Name of the Institute	The National Institute for Entrepreneurship and Small Business Development (NIESBUD)	
B. Name/ Title of the Course	Enhancing Administrative Efficiency and Professionalism	
C. Course dates with duration in weeks [note: dates may be fixed keeping in mind festivals, holidays, weather conditions, availability of accommodations, etc. No request for change in dates, once approved/ circulated will be entertained]	From 29.05.2024 to 9.06.2024	
D. Eligibility Criteria for participants 1. Educational Qualifications 2. Age Limit (note: ITEC norms is 25-45 years) 3. Target Group (Level of participants and target ministries/ departments etc. may be indicated)	1. 'A' Level or Equivalent The medium of instruction being English, adequate knowledge of English is necessary for effective participation. 2. 25-45 years 3. The programme is recommended basically for officials working in Bhutan Power Corporation Limited	
E. Aims & Objectives of the course	The Programme has been designed to enable participants to: <ul style="list-style-type: none">● To enhance administrative skills and equip participants with the latest tools and techniques, fostering efficiency and professionalism across the organizations.● To develop effective communication skills, encompassing effective listening and facilitating effective interaction with internal and external stakeholders.● To acquire a comprehensive understanding of the latest tools and techniques in administrative functions.● To introduce the concept of design thinking for creative problem solving.● To gain proficiency in change management, enabling adaptability to evolving workplaces.	



	<ul style="list-style-type: none">● To develop robust problem-solving skills applicable to various administrative scenarios.● Internalize the principles of Professionalism reflecting ethical conduct and high standards in all interactions.
F. Learning Outcomes	<p>Knowledge: The programme will help in building the capabilities of officials by enabling them to understand and appreciate the administrative tools and techniques required for fostering efficiency and professionalism in their organization. It will equip them with better managerial and communication skills.</p> <p>Skills:</p> <ul style="list-style-type: none">● Life Skills – Transformational Leader, Effective Interpersonal communication and Negotiation Skills, Creativity & Innovation, Training & Counseling, Emotional Intelligence and Problem Solving and Decision Making● Effective Project Management Skills -Building synergistic teams
G. Course Contents/ Syllabus	<p><u>COURSE CONTENTS</u></p> <p>Documentation</p> <ul style="list-style-type: none">● Technical Documentation (MS Office, MS Word, MS power point)● Performance reports/ e-Filing systems● Monitoring Reports● Planning documentation and reports● Managing the information <p>Power of Life skills</p> <ul style="list-style-type: none">● The art of effective listening● Creative and Critical thinking● Problem Solving● Decision making skills <p>Human Resource Management Skills</p> <ul style="list-style-type: none">● Leadership and Team Building● Emotional Intelligence● Effective people performance tools and techniques● Employee engagement● Enhancing people performance



	<p>Developing and Managing teams</p> <ul style="list-style-type: none">● Team development stages● Alignment of team members● Synergy approach to team working● Motivating team members● Conflict management <p>Design Thinking</p> <ul style="list-style-type: none">● Concept and process of design thinking for organisation's growth and excellence <p>Field Studies</p> <ul style="list-style-type: none">● Study of different organisations like BHEL, NTPC and interaction with Government officials
<p>H. Mode of Evaluation of performance of the participants</p>	<p>The overall performance of the participants will be assessed on the following criteria:</p> <ul style="list-style-type: none">● Individual assignment/ presentation● Group work● Study Visit Reports● Action Plan Preparation & Presentation● Attendance● Overall behavior during program