

Training Schedule/Course Content

International Advanced Postal Management Programme

Program Overview	The World is changing very fast and so are the aspirations of our customers. Technology is driving everything. Managing Postal services efficiently and transforming it so are to meet their aspirations is a big challenge for postal managers. One of biggest challenges for any service organization is to attract and retain customers. This International Training Program on Advanced Postal Management has been organized under the aegis of Indian Technical and Economic Cooperation (ITEC) Programme of the Ministry of External Affairs, Government of India. The training program aims at presenting the latest drivers of policy changes in the postal ecosystem and upgrading the professional and managerial skills of the participants. Besides technical training, our focus is also on leadership development. Sharing of experiences and best practices of India Post with other Postal Administrations is one of the key focus area of this program. This Program has been designed to equip the Postal Managers (middle and higher management) with the understanding of the postal industry and enable them to take on greater cross-functional responsibilities, facilitate change and innovation, and ultimately, drive Post to higher levels of performance.
Aims & Objectives of the Program	At the end of the programme the participants will be able to:- 1. To make the postal manager competent in managing the postal services efficiently as customer focused service. The officers will also be enriched with leadership skills. 2. To make the postal manager competent in handling Postal and Mail Operations, Technology management, Quality management and Business management. 3. To understand the strengths of the postal services in ensuring last mile mail connectivity, last mile cash delivery, financial inclusion, effective DBT payments, using technology as an enabler.

Day-wise schedule

Day	Session Plan	
	Forenoon	Afternoon
1	Inauguration, Incredible India with focus on Viksit Bharat 2047 Ice Breaking	DIGIPIN
2	Promoting inclusive growth through Post Offices	Team Dynamics and Decision Making
3	• Visit to Delhi Metro Rail Corporation (DMRC) • Visit to Automated Mail Processing Centre in New Delhi	
4	Transformation of Postal Administration: A global Overview	UPU Postal Strategy and Important Decisions in 28th UPU Congress, Dubai
5	Leading Technology Initiatives in India Post	India Post: Development of Financial Services and Financial Inclusion
6	Exposure Visits to the places of National, Cultural and Historical importance in Delhi	
7	Sunday: International Cultural Festival	
8	Study cum exposure tour of Agra	
9	Study cum exposure tour of Agra	
10	Study cum exposure tour of Agra	
11	Introduction to CEP Market in India and Status across emerging/developed economies	Postal Preparedness for e-Commerce
12	Country Presentation	Feedback & Valediction