



Body Language & Business Etiquette

Wednesday 10 December
10.30 a.m. to 1.30 p.m.
British Council Kolkata

Programme Overview

Your 'presence' speaks powerfully. How do you 'come across to others' in professional situations – to everyone from colleagues to first-time contacts? Reflect upon the 'unspoken messages' you may be communicating unaware, through your body language and your ease (or lack of ease) in business etiquette. And what messages – conscious or unconscious – are *others* communicating to you? Join us for this video-screening and explore these issues with us.

Benefits

After this event you will have:

- Reflected upon body language within the context of business relationships
- Benefited from *Body Language at Work* (video)
- Noted in detail specific new mannerisms – to practice or to avoid
- Begun to consciously practice some generally subconscious behaviours
- Created your own 'take away' Personal Action Plan

Learning Objectives

- To consider body language and business etiquette within specific contexts
- To learn from the wisdom of the ages – within local cultures and globally
- To discuss maintaining a positive personal presence in challenging situations
- To become aware of appropriate business etiquette in various roles

Programme Outline

The programme will guide participants through the following stages.

- Elements of Body Language and Etiquette Essentials
- Focus and Apply: alternating input (video or text) and short practice activities
- Forum: applying general truths to specific situations
- Brief about management resources at the British Council library

Training Methodology

- Watching and responding to videos
- Role Plays – short, sharp, impromptu practice activities
- Pair work and group discussions
- Reflecting and upon and sharing business and social challenges and successes
- Library tour

The following icons reflect British Council training methodology used during the programme.



Pair Based Task Thinking Task Instructor-led Discussion Presentation Hand-outs Video Screening/Group Task

Who Should Attend

The programme is open to all who mix socially and professionally with others.



Coaching, Counselling & Mentoring

Monday 15 December
10.00 a.m. to 1.30 p.m.
British Council Kolkata

Workshop Overview

Managing Performance to many managers means the annual appraisal process and little else. In today's modern and highly competitive workplace it is important for a manager to remember his or her primary responsibility – to get the best out of those they manage.

This insightful workshop explores the core skills and attitudes needed by managers to provide support for growth and performance. It defines the requirements of a person-centred approach to building an effective team. You will find out how to coach colleagues with greater confidence and purpose; help colleagues work through emotional-related problems affecting their work using basic counselling techniques and understand the role of a mentor and identify your readiness for this.

Learning Objectives:

- To build on individual experiences and understand the importance of performance management as a continuous process throughout the year.
- To focus on the critical things and apply the 5Cs to ensure performance is effectively managed.
- To learn about the core skills of coaching, counselling and learning to put them into practice.
- To understand the combination of skills, knowledge and attitudes needed by a successful mentor and also understand the process of e-mentoring prevalent in the technologically savvy modern workplace.

Session Overview

- Introduction
- What is Performance Management?
- Key Lessons on Managing Performance as a continuous process.
- Coaching skills
- Mentoring skills including e-mentoring.
- Counselling skills

Training Methodology

- Watching and responding to videos
- Reflecting upon and sharing challenges and successes in delegation
- Pair work and group discussions
- Library tour



Group based task



Role-play Task



Pair Based Task



Thinking Task



Instructor-led Discussion



Hand-outs



Video Screening

Who Should Attend?

Managers, supervisors and team leaders

Workshop Fee

Membership Category	Fee
Special Promotion for Non-Members <ul style="list-style-type: none"> ➤ Register or Renew as an Online or Gold member and get one free registration in any one workshop ➤ Register or Renew as a Platinum or Diamond member and get one free registration in both the workshops ➤ Register or Renew as an Institutional member and get two free registrations in each workshop ➤ Rs200 discount on Gold, Diamond and Platinum memberships 	
Existing Institutional Members	₹750 per participant per workshop
Platinum, Diamond, Gold member	₹950 per participant per workshop
Non-Members (look up the special promotions and membership options on page 4)	₹1250 per participant per workshop

The fee includes:

- Trainer costs
- Handouts and reference materials
- Development of module and materials
- Venue arrangements at British Council
- Stationery
- A dedicated event manager in attendance throughout

There are places for up to 30 participants only in each workshop.

Terms and Conditions

- Non-refundable fee is payable in full prior to the commencement of each workshop. Payments can be made either by an **A/c Payee cheque/** demand draft, payable to '**British Council Division**', in cash or card.
- Any exceptions to the above payment terms should be communicated to manish.gupta@britishcouncil.org
- If a participant is unable to attend a workshop, a substitute delegate is most welcome in his place. Please notify the change to manish.gupta@britishcouncil.org
- If obliged to cancel an event, the British Council reserves the right to do so without further liability, subject to the return of any fee already paid.
- Individuals and institutions are liable to pay the fee in full for all reservations or registrations in the event of cancellation less than 7 working days before the commencement of event.

How to Register

- To register the nominated participant / participants, all you need to do is to visit the Customer Services Desk at the British Council, submit the workshop fee and register a place for yourself.
- Letters of participation will be emailed to each participant upon registration.
- For further information about the registration process, call (+91 33) 40074328 or write to manish.gupta@britishcouncil.org. Closing date for registrations is **Saturday 6 December 2014**.

Membership Options

Institutional Membership

Membership Type	Entitlements	Period	Annual Fee
Access 10	20 books + 10 periodicals + 2 Training Videos + backend information support + free workshops + in-house video screenings+ cultural events + library access for all employees	One year	₹10,000
Access 10 +Online	20 books + 10 periodicals + 2 Training Videos + backend information support + free workshops + 90,000 e-books + 14,000 e-journals + cultural events + library access for all employees	One year	₹11,100

Family Membership

Membership Type	Entitlements	Period	Annual Fee
Platinum – New	8 books/CDs from general/children’s collection + 3 periodicals + 3 DVDs + 90,000 e-books + children workshops + workshops + cultural events + library access for 4 persons	One year	₹3700
Platinum – Renew			₹3500

Individual Memberships

Membership Type	Entitlements	Period	Annual Fee
Gold – New	3 books/CDs + 3 periodicals + workshops + cultural events + library access for one person	One year	₹1600
Gold - Renew			₹1400
Diamond - New	4 books/CDs + 3 periodicals + 3 DVDs + workshops + cultural events + library access for one person	One year	₹2800
Diamond - Renew			₹2600
Online Membership	Access to more than 90,000 e-books + 14,000 e-journals	One year	₹1100