राष्ट्रीय उद्यमिता एवं लघु व्यवसाय विकास संस्थान
The National Institute for Entrepreneurship and Small Business Development (NIESBUD)
An Autonomous Institute under Ministry of Skill Development and Entrepreneurship, Govt. of India
niesbud

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 13.8.2025 to 26.8.2025** **2 Weeks**
D. Eligibility Criteria for participants 1. Educational Qualifications	1. 'A' Level or Equivalent The medium of instruction being English, adequate knowledge of English is necessary for effective participation.
2. Work experience required, if any	2. Sufficient experience in the area of small business, self-employment, MS&ME Development, Entrepreneurship and its planning and promotion; officials in Government departments, small business corporations, planning department, financial institutions, commercial banks, research institutions, trainers of entrepreneurship training institutions and industrial/small business development organizations. Prospective small business entrepreneurs can also be admitted to this course.
3. Age Limit (note: ITEC norms is 25-45 years)	3. 25-45 years
4. Target Group (Level of participants and target ministries/ departments etc. may be indicated)	4. The programme is recommended basically for officials working as mid senior professionals, Public Sector & Government Officials, Corporate Professionals & Executives, Office & Administrative Staff, Entrepreneurs & Small Business Owners, Nonprofit & NGO Staff
E. Aims & Objectives of the course	The Programme has been designed to enable participants to: - 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. • 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	**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. **Skills:** • 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	<u>**COURSE CONTENTS**</u>
	Documentation and Information Management
	• **Technical Documentation**
	   o Importance and types of technical documents
	   o Best practices for drafting and maintaining technical reports
	• **Performance Reports and Filing Systems**
	   o Effective performance reporting techniques
	   o Organizing and maintaining filing systems for efficiency
	• **Monitoring Reports**
	   o Creating actionable monitoring reports
	   o Aligning monitoring reports with organizational goals
	• **Planning Documentation and Reports**
	   o Structured approaches to planning documentation
	   o Linking plans to measurable outcomes
	• **Managing Information**
	   o Information categorization and retrieval systems
	   o Tools for managing large-scale data and documents

	Problem-Solving Tools and Techniques
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Problem-Solving Tools and Techniques
- **Defining the Problem**
  - Techniques for identifying core issues
  - Differentiating between symptoms and root causes
- **Determining Causes and Generating Solutions**
  - Root Cause Analysis (RCA) methods
  - Brainstorming and idea evaluation techniques
- **Taking Action**
  - Developing actionable implementation plans
  - Monitoring outcomes and making adjustments

Power of Life Skills
- **The Art of Effective Listening**
  - Techniques for active and empathetic listening
  - Barriers to effective communication and how to overcome them
- **Creative and Critical Thinking**
  - Stimulating creativity in problem-solving
  - Analyzing situations with a critical lens
- **Problem Solving and Decision-Making Skills**
  - Frameworks for effective decision-making
  - Balancing intuition and data in decision-making

Human Resource Management Skills
- **Roles and Responsibilities of Project Managers**
  - Key responsibilities in administrative and leadership roles
  - Aligning project goals with organizational objectives
- **Leadership and Team Building**
  - Leadership styles and their impact
  - Building cohesive and effective teams
- **Emotional Intelligence**
  - Understanding and managing emotions
  - Leveraging emotional intelligence for team success
- **Performance Tools and Employee Engagement**
  - Tools to evaluate and enhance employee performance
  - Strategies to foster employee engagement

Developing and Managing Teams
- **Alignment of Team Members**
  - Establishing clear roles and responsibilities
- **Synergy Approach to Team Working**
  - Maximizing team collaboration and effectiveness
- **Motivating Team Members**

  - Motivational theories and practical applications
- **Conflict Management**
  - Identifying and resolving workplace conflicts
  - Mediation techniques

	Design Thinking for Organizational Growth
	• **Concept of Design Thinking**
	o Key principles of design thinking
	o Benefits for organizational problem-solving
	• **Process of Design Thinking**
	o Empathy, Define, Ideate, Prototype, Test
	o Case studies and applications
	Field Studies
	• Study of different organizations and interaction with Government officials
H. Mode of Evaluation of performance of the participants	The overall performance of the participants will be assessed on the following criteria: • Individual assignment/ presentation • Group work • Study Visit Reports • Back Home Action Plan Preparation & Presentation • Attendance • Overall behavior during program