

Course No.	SC 402	
Course Title:	PERSUASION AND INFLUENCE: FOR BETTER PERFORMANCE <i>'You'll learn to balance work relationships in your favour, see what your boss really thinks, and perhaps even increase your chances of career success.'</i>	
Target Group: All staff grade officers in public service, SOEs, NGOs and Private Sector	Duration: 04 Days	
Main Subject Areas:		
<ul style="list-style-type: none"> * People friendly service approach * Understanding generation gap * Handling difficult people and situation in operational level * Behavioural and ethical approach in customer care * New trends in Managing people * Reading body language * Self-awareness for better performance * Negotiation and influencing 		
Learning Outcomes: On successful completion of the course, the participants will have the ability to		
<ul style="list-style-type: none"> ● Manage people effectively ● Use various techniques for Customer-centric service delivery ● Develop professional skills to work with others ● Familiarize themselves with new techniques for better performance 		
Course Fees: Rs.10,000.00 *	Medium	English
Assessment Method	Classroom Assessment	
Course Coordinator	Mr. R. Rushandan	

**Employees of Government Ministries, Departments and Provincial Councils are exempted from paying the course fee. (State Owned Enterprise (SOE) employees are not exempted from Course fee.*