

Course No.	SC 202	
Course Title:	WORKSHOP ON UNDERSTANDING THE HUMAN MIND <i>'Proven Techniques to Analyse People on Sight; Simple Tricks to Understand the Human Mind'</i>	
Target Group: All staff grade officers in public service, SOEs, NGOs and Private sector who are involved in customer service	Duration: 02 Days	
Main Subject Areas: <ul style="list-style-type: none"> * Understanding actions, gestures and postures for better performance * Gaze and eye contact * Signals and behaviours * Facial expressions and body language of well-known leaders 		
Learning Outcomes: On successful completion of the course, the participants will have the ability to <ul style="list-style-type: none"> ● Understand the people's behaviour ● Improve in relationship skills ● Improve self - confidence to cultivate healthy interpersonal relation ● Take command of negotiation and career ● Connect with people better ● Prevents conflicts 		
Course Fees: Rs.5,000.00 *	Medium	English
Assessment Criteria	Spot exam	
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.*