



Course No.	SC 200	
Course Title:	WORKSHOP ON UNDERSTANDING THE HUMAN MIND <i>'Proven Techniques to Analyse People on Sight'</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.7,000.00 *	Medium	English/Sinhala /Tamil
Assessment Method	Spot exam	
Course Coordinator	Mr.R. Rushandan	
Contact Person	Asiri (011-5980278)	

**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.*