



SADHU VASWANI INSTITUTE OF MANAGEMENT STUDIES FOR GIRLS

Unaided- Private, Linguistic Minority (Sindhi) Institute
Approved by A.I.C.T.E. Certified under ISO 9001:2015

Dr. B. H. Nanwani
Director

Affiliated to Savitribai Phule Pune University, NAAC Accredited with "B+" Grade
Institute Codes: SPPU: IMMPO16030, D.T.E.: 6614, AISHE: C-44578, AICTE: 1-21641511

INDEX CRITERION – I

KEY INDICATOR	1.2 Academic Flexibility
METRIC NO.	1.2.1: Number of Certificate/Value added courses offered and online courses of MOOCs, SWAYAM, NPTEL etc.

Index

Sr.No.	Particulars	Page No
1.	Institutional programme brochure/notice for Certificate/Value added programs with course modules and outcomes	
	Academic Year: 2020-2021	02-04

List of Certificate Courses Conducted

Academic Year: 2020-2021

Sr. No.	Title of the Certificate Course
1.	Advanced Course in Business Etiquette - (Image Consultancy)

Notice and Course Module with Course Outcome

Certificate Course: Advanced Course in Business Etiquette - (Image Consultancy)

a. Notice

**SVIMS**
Sadhvi Vaswani Institute
of Management Studies
PUNE - 411 001

Dr. B. H. Nanwani
Director

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Certified by ISO 9001:2015, SPPU Code: IMMP016030 D.T.E. Institute Code: 6614

Year 2020-2021

Notice

Certificate Course Announcement

1st March 2021

The Institute is offering a Certificate Course titled, Advanced Course in Business Etiquette - (Image Consultancy)

Details:
Course Duration: 45 Hours
Fees: Rs.1000/-
Important Dates:
Registration for the Course: 1st March 2021-15th March 2021
Course Commencement: 24th March 2021
Minimum Attendance: 75%
Expert: Ms. Mihika Bhanot, Director (Image Consultancy)

Course Coordinator: Ms. Vaishali Patil

Please Note:

1. This course is available for MBA-Part I & II students.
2. Certificates will be issued only upon fulfilment of attendance norms and success in assessments.


Ms. Vaishali Patil
(Certificate Courses Coordinator)




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SADHU VASWANI INSTITUTE OF MANAGEMENT STUDIES FOR GIRLS
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b. Course Module



Mehika Bhanot
IMAGE CONSULTANCY

Advance Course in Business Etiquette

Certificate Course

Learning Objective

- To introduce students to business etiquette and communication.
- To familiarize students with dress and grooming in a formal setup.
- To explain the importance and the use of courtesy.
- To familiarize students with table manners observed at business lunches and dinners.
- To introduce e-mail etiquette, telephone manners and overall conduct at the place of work.

Total duration of Training	32 Hours
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(Course co-ordinator)
Ms. Vaishali Patel




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Day-wise Session Plan

Stage/Topic	Keyword	Methodology	Resource(s) Required	Duration	Learning Outcome(s)
Communication: Self Introduction and Introduction of others	Understanding personal excellence and its benefits. Understanding and introducing yourself and team members.	Instructor-led PowerPoint including open ended questions for eliciting objectives.	Flipchart White board & Markers Projector Computer/ Laptop	3 Hours	This training will help participants learn to communicate with confidence and flair.
Communication Skills	Importance of communication and communication process. Bottlenecks that impede communication	Brainstorming Instructor led Power Point	Flipchart White board & Markers Projector Computer/ Laptop	3 Hours	Participants will show deference, use appropriate body language, and come across as being more professional while carrying out business conversations with colleagues and customers.
	Acknowledge feelings and clarify beliefs and expectations. Non- verbal Communication (Understanding body language): Handshakes, Personal Space, Facial Expressions, Eye Contact, Hand Gestures, Posture	Video-shot & Re-play: Mini presentation by participants. Game: Dumb Charades (covering topics- body language, facial expressions, gestures)	Multimedia Speakers		

(Course co-ordinator)
Ms. Vaishali Patel


Stamp & sig.



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Types of Speech: Emotional, Rational, Persuasive	Public Speaking: Basic types of speeches: Emotional Speech, Rational, Informative, Demonstrative, Persuasive speech, Thank you speech	Instructor led PowerPoint video clips- Speech by famous personalities. Mini speech by participants.	Flipchart, White board Markers Projector. Computer/ Laptop	4 Hours	Participants will have an understanding of how to draft and deliver speech on various occasions.
Professional Requirement: Table Manners/ Power Lunches & Dinners	Napkin Etiquette Drinking Soup Navigating the Place Setting American & Continental Styles of Eating Seating Arrangements Cutlery Etiquette Posture & Behavior Passing the Food Do's and Don't	Drinking Soup Table Arrangement Using Cutlery Movie Clips Simulation: lunch / dinner	Flipchart White board & Markers Projector Computer/ Laptop Round/ Square Table, Chair with white cloths Plates, Cutlery set, Soup bowl, Food for display purpose	4 Hours	Participants will understand and appreciate the nuances of dining with colleagues and customers including, invitations, arrival, ordering, smoking or drinking and tipping.
Grooming: Dress/Uniform/ Hats, Hair, Nails and Neatness	Formal Dressing Casual Dressing Accessories for Men & Women Footwear General Appearance What To Wear for Different Occasions	Movie Clips Brainstorming Instructor-led PowerPoint presentation. Different ways of wearing neck tie.	Flip chart White board & Markers Projector Computer/ Laptop Neck Tie	4 Hours	Participants maintain a presentable, well-groomed, and professional image at all times in business situations.


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Greetings and Conversations, Telephone Etiquette	Cellular-phone Etiquette Voice-mail etiquette Telephone etiquette - one-on-one conversations Telephone etiquette - conference calls	Cellular-phone Etiquette Voice-mail Telephone etiquette - one-on-one conversations Telephone etiquette - conference calls	Flip chart White board & Markers Projector Computer/ Laptop Dummy Telephone Mobile phones for conference call.	4 Hours	Training will enhance participants confidence and professionalism while getting on calls or speaking over the phone with colleagues as well as customers.
Carrying business cards Exchanging business cards Receiving and storing business cards.	Instructor-led PowerPoint Role-play MovieClips	Flipchart White board & Markers Projector Computer/ Laptop Business Cards- dummy	Training session will expose participants to some of the Do's and Don'ts while exchanging business cards with colleagues as well as customers; know usually who's introduced to whom; know how much to talk about during an introduction.	4 Hours	
Meeting Etiquette & Every day etiquette	Do's and Don'ts Conveying respect in a meeting Handling interruptions Use of time, space and things	Instructor-led PowerPoint MovieClip. Role-play (Client-meeting Simulation)	Flipchart White board & Markers Projector Computer/ Laptop	4 Hours	Training will expose trainees to the nuts and bolts of conducting as well as taking part in highly effective team / client meetings.

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c. Outcome of the Course

- Employability Skill Enhancement