

## **About Training programme “People alignment for the organizational – Workmanship “**

Quality, productivity and elasticity comes from the willingness of staff rather than a particular technique. Workmanship is one of the powerful training module to build employee engagement culture across the layers of the organization. It also focuses on effective communication, Japanese HO-RAN-SO, interpersonal relationship &, PDCA. This course also emphasis on Japanese way of act from the viewpoint of customers.

### **Course Content:**

<b>Session1</b>	<b>Company and you</b>
<b>Meeting 1</b>	<b>What is a company?</b>
<b>Meeting 2</b>	<b>Role and Mission as a Member of the Organization</b>
<b>Session2</b>	<b>Working and you</b>
<b>Meeting3</b>	<b>Personal freedom and Teamwork</b>
<b>Meeting4</b>	<b>How to Proceed with work and Improvement</b>
<b>Session3</b>	<b>Fellow colleagues and you</b>
<b>Meeting5</b>	<b>Rules and manner in the workplace</b>
<b>Meeting6</b>	<b>Personal Relationships in the workplace</b>
<b>Session4</b>	<b>Customers and you</b>
<b>Meeting7</b>	<b>Customer satisfaction</b>
<b>Meeting8</b>	<b>Communication and Attitude for Better Service Quality</b>



### **Learning Objectives:**

Understanding social mission, meaning of company & act with pride

Act according to rules & manners that should be followed in org.

Accomplishment of assigned tasks, practice a sincere approach & implementation of ideas to improve results & efficiency.

To act from viewpoint of consumers and customers

To act with continuous efforts to improve & renew yourselves.

### **Who should attend?**

- ❖ Associates,
- ❖ Supervisors,
- ❖ Line managers,
- ❖ Leadership personnel from all sectors of industry.