

**“The Pursuit of Excellence for Professional Growth”  
(A Highly Interactive Competency Development Program)**



*“We are what we repeatedly do, EXCELENCE therefore not an act but is a habit”*

Training provides comprehensive self-study tutorials on the various techniques to help you go beyond what is expected of you in order to excel and stand out from the rest in the workplace

**Facilitator: Suvartha De Souza  
Soft Skills & Behavioural Trainer**

**On Saturday, 25<sup>th</sup> May, 2019 at Panaji - Goa**

**SF/01, Navelkar Arcade,  
Above T&A, Dr. A. Borkar Road,  
Panaji-Goa 403 001**

## PERSPECTIVE

Personal excellence is not about being a perfectionist but rather it is about pushing yourself hard in order to surpass people's expectations and to excel in everything that you do. Personal excellence is a principle, and it encompasses all good qualities, but the only difference is that if you strive for excellence, you are able to utilize such qualities at a level that is above the standards. Personal excellence training is dedicated to help people achieve personal excellence principle. It provides comprehensive self-study tutorials on the various techniques to help you go beyond what is expected of you in order to excel and stand out from the rest in the workplace.

## KEY LEARNING TAKEAWAYS

- » To identify situations and proactively handle it.
- » To identify and resolve problems.
- » To transform from good communicator to effective communicators.
- » To become a good listener.
- » To learn how to plan and prioritise tasks.
- » To be able to strike a healthy balance between work and life.

## WHO WILL BENEFIT

The program will be highly beneficial to Support Staff, Supervisors and Executives across the functions, irrespective of industry sectors.

## PROGRAM OUTLINE

- » The Personality and Character Ethics
- » The power of Paradigm
- » Am I Reactive or Proactive - understanding the Proactive Model
- » Identifying the Circle of Concern and Expanding the Circle of Influence
- » First Understand, then be Understood - the fundamentals of Effective Empathetic Listening
- » Moving from being a Good Communicator to an Effective Communicator
- » Art of Persuasion
- » Learning through creative cooperation
- » Valuing differences and working towards synergy
- » First things first - Prioritising and Planning.
- » The power of my independent will
- » What it takes to say NO - balance your work and life.

## METHODOLOGY

The training is not focused on transfer of Knowledge alone; it indeed augments overall growth and development of skills of the participants. The same is ensured by blending presentations with discussion, role plays, case scenarios and experiential learning activities

## FACILITATOR

### Suvartha De Souza

Suvartha is passionate about teaching and training. For the last 18 years, she is teaching Management subjects at the Institute of Hotel Management, Porvorim.

Suvartha has worked with O & M Creative Consultancy as an Associate Trainer for various hotels and Corporate in Goa. Her areas of interest in training are Behavioral changes, Communication skills, and Team-Building, Corporate and Social Etiquette, Assertive Skills. She trains students on Presentation skills, Grooming for interviews, Interview Techniques and Personality Development.

She was an associate Trainer and Trainer at Guala Closures, United Beverages, Pentair Water, DiamlerCrysler, Pidlite, Hindustan Lever, Airport Authority of India, Zuari Industries Limited, Hotels like Marine Dourado, Majorda Beach Resort, Donna Silviya, Renaissance, Club Mahindra.

Suvartha is a visiting faculty trainer at GIPARD (Goa Institute for Personnel and Rural Development), Ella Farm, Old Goa. Trained students on Personality Development and preparing for interviews at various colleges in Goa.

She has completed design of Training and direct Trainers Skills organized by the Government of India. She has also completed her Certified Learning Facilitator program.

**Date:** Saturday, 25<sup>th</sup> May, 2019

**Timing:** 9:30 am to 5:30 pm (Registration at 9:00 am)

**Venue:** SmartEdge Training Centre,  
SF/01, Navelkar Arcade,  
Above T&A Garment Showroom,  
Dr. A. Borkar Road,  
Panaji-Goa.

**Investment:** Rs. 2,500/- (Rupees Two Thousand Five Hundred Only) per participant. Fee is inclusive of course material, refreshments and luncheon. 18% GST extra applicable on participation fee.

**Group Discount:** 15% discount for 3 or more participants from the same organisation

**Mode of Payment:** Cheque/Demand Draft/NEFT in favour of Smart Edge Management Services, payable at Panaji.

Nomination/s for the program will be confirmed subject to receipt of the nomination fee in advance. Nomination fee is non-refundable, however, participation by a substitute is allowed.

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