Interpersonal Effectiveness Program for Managers

Course Design Document

Ver 1.0

1. About the Document:

This design document specifies all the decisions made about the course up to this time, including:

- Purpose of the course
- Intended outcome of the course
- Audience description
- Delivery method(s)
- What to train
    - High level outline
    - Detailed lesson outlines
- Objectives of each lesson
- Assessments/exercises for each task

2. Purpose of the Design Document:

The purpose of the design document is to obtain agreement with all stakeholders about the vision and plan for the course. These parties include:

- Internal clients (BU SME's) and reviewers
- Team members (iLD) working on the course
- External clients, if any

3. Sign-off:

Obtaining sign- off on the design document is important in ensuring agreement on the plan at this point. Once an agreement is secured from key stakeholders work on developing the course materials can begin.

An approved course design document is required to release a course as an official curriculum

Key stakeholders for Design sign-off

- Designated Leader from BU (for BU developed courses)
- Head of iLD

Contents of a Design Document

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5	Instructional Strategies	
6	Media	
7	Duration	
8	Course Scope -detailed outline by unit /module, including: - Introduction - Objectives - Topic List - Duration - Practice check method	
9	Activities Conducted - detailed outline for each activity planned, including: - Activity - Objective - Duration	
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Purpose of the Course:

This program focuses on the deep-seated concepts of managing interactions and interpersonal communication which is at the heart of interpersonal mastery.

Audience Description:

T2xxx associates

Course Objectives:

After completing this course, the learner will:

- Learn to improve the quality of interactions and communication.

- Take the first step towards mastering "people skills"

- Know the ways to build and nurture work relationships in order to get work done.

- Be briefed upon the overview of Johari Window and its importance

- Be able to achieve clarity on engineering positive interactions.

Learning Assessment:

No assessment is anchored

Instructional Strategies:

In person instructor-led presentation

Media:

The course will utilize the following media

- PPT

Duration:

This course is covered in a single block of **8 hours** instructor led session.

- Pre Training Activity: Nil
- Post Training Activity: Nil

Course Scope:

The course contains **5** lessons. The lesson brief is given below:

Lesson	Objective	Topic List	Delivery Method	Duration	Practice check Method	Annexure
1	Forming Relationships	● Need Satisfaction the foundation for relationship building ● Week Needs Vs. Strong Needs	PPT	1 hour	Nil	Nil
2	Relationship Web	● How to identify your key work relationships that you should invest and nurture	PPT	1 hour	Nil	Nil
3	Interaction Apparel	● Introduction to Interaction Apparel ● How we use various aspects of interaction apparel during our interactions ● How to engineer positive interactions	PPT	2 hours	Nil	Nil
4	Enhance relationship through Open communication	● Introduction to Johari Window ● Use the Johari window to understand and enhance communication ● Tips for safe disclosures	PPT	2 hours	Nil	Nil

5	Transactional Analysis	● Understand the theory of Transactional Analysis and how it impacts communications. ● Ego states- Introduction to each ego state, how it works and the method of identifying the verbal and non-verbal clues of the different states. ● Managing transactions- Identifying how certain words can generate a negative or positive response from the people we are communicating with and how we can adapt our language to ensure a more positive response. ● Stroking - Appreciating the need to nurture relationships through positive 'strokes'.	PPT	2 hours	Nil	Nil

Activities Conducted:

Activity #	Activity	Objective	Duration	Annexure
Nil	Nil	Nil	Nil	Nil

Development Tools

Not applicable

Ownership

The design and Development of the course is by John Alen D – AVP iLD

Course approved by Dr.Vinay Menon – SVP iLD

Course revision from time to time by John Alen D – AVP iLD

Approved facilitators: John Alen D – AVP iLD

Development Time:

Two concentrated weeks/ 14 Man-days

Support Requirements

The course will be developed completely in-house by ILD with no support from external entities

Support of Admin will be required to arrange for basic fine dining set up including cutlery during the conduct of every batch. This is in addition to the usual logistics arrangement

Project Sign off

 Approved by :

Date   :

Place   :