

MDP on
**“Achieving Excellence
in Store Operations through
Emotional Intelligence”**

Wednesday | 10th October, 2018

Resource Person:

Dr. PRATIMA DAIPURIA
Professor & Dean
PGDM Program, JIMS, Rohini

INTRODUCTION

It is well known that the market environment in retail segment is becoming challenging and complex. As the economy evolves, there is generally an examination and re-examination of factors contributing to personal and managerial effectiveness. The earlier notions of technical and managerial competence being the predictors of organizational effectiveness are being questioned. The scope and challenges of managing a retail store is wide and large. Even in a small retail business there are functions so wide and relevant as those in a large corporate organization that requires certain skills more than explained in role profiles.

OBJECTIVE

Have you heard people say that they can't tolerate or handle a specific type of people or they are perplexed by the inconsistent way in which people behave towards them or approach work? Do you know someone who constantly complains of inability to handle difficult customers/ peers/ family members? Do you often ponder why people react and behave in a specific manners?

The answer to some of the above can be found in the concept of Emotional Intelligence. The DNA of any relation at work or outside work is the emotions that guide our and others behaviour all the time. A little understanding can pave a path for better relations and better work life.

THE CONCEPT

Daniel Goleman popularized Emotional intelligence and its application in enhancing workplace effectiveness. Emotional intelligence is the ability to recognize, assess and positively influence our emotions. Combining theory, discussion, practice and self-awareness exercise this one day program focuses on enhancing emotional intelligence and increasing personal success in all areas of life.

PROGRAM CONTENT

- Deciphering the mystery behind Emotions
- Role of Emotional Intelligence in Store Operations;
- Managing Anger and Negative Emotions and Stress
- Optimism and Resilience;
- Power of Positive Emotions
- Happy Minds Happy Hearts, Happy workplaces;
- Emotionally Intelligent Leadership;
- Mindfulness

PROGRAM METHODOLOGY

The program would consist of a mix of individual and group exercises, concept sessions, and personal explorations. A variety of pedagogical tools including assessment instrument, games, role plays, interactive lectures and learning by doing, shall be used to help participants gain insights about managerial and personal effectiveness.



FOR WHOM

Retail Store managers, Assistant Store managers, Department Managers, Independent retailers & Retail Managers

DURATION: One day

ADMINISTRATIVE DETAILS

Date: Wednesday | 10th October, 2018

Venue: JIMS , 3 Institutional Area, Sector-5, Rohini, Delhi- I 10085

FEE

Non-residential: Rs. _____/- per participant (plus@18% GST) covering professional fee, program kit and tea/lunch.

Residential: Rs. _____/- per participant (plus @ 18% GST) covering professional fee, program kit and boarding and lodging (air-conditioned single room)

GROUP DISCOUNTS

10% discount on fee amount is available in case an organization nominates 2 or more participants to the program.

20% discount on fee amount is available in case an organization nominates 4 or more participants to the program.

Fee is payable in advance by way of local cheque/DD in favor of “ Jagan Institute of Management Studies” payable at New Delhi or through direct electronic fund transfer to JIMS Bank Account, as per following details:

_____ Bank
Account Number: _____
MICR Code: _____
IFSC Code: _____
Pan No. _____; GST No. _____

REGISTRATION

The registration form duly filled in along with the program fee should reach us at least 7 days before the commencement date of the program. In case of subsequent withdrawal or cancellation of registration no refund of fee will be allowed. However, substitute(s) may be permitted with prior intimation.

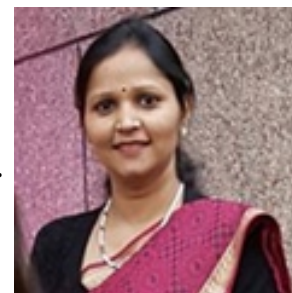
CERTIFICATE OF PARTICIPATION

A certificate of successful participation by Jagan Institute of Management Studies (JIMS) will be issued to each delegate at the culmination of the program.



ABOUT RESOURCE PERSON

Dr. Pratima Daipuria is presently working as Professor and Dean, PGDM program at Jagan Institute of Management Studies, Rohini. Her core areas are Human Resource Management and Organizational Behavior. She is a Certified Hogan Assessor and makes use of personality based assessments for consultancy support to industry in selections, team building, training and coaching.



She has done MBA in Personnel Management and PhD from Faculty of Management Studies, University of Delhi. After a stint of 5 years in Corporate HR, she found her inclination towards academics and has been working towards her passion since last 11 years.

She has conducted Management development programs for top and middle level managers in various organizations. She has done competency mapping and employee engagement exercises in corporates. She regularly holds session at Indian Aviation Academy on areas related to personality and personal growth. In addition to scholarly publications, she enjoys developing case studies and writing creatively based on day to day experiences and observations.

She can be reached at pratima@jimsindia.org | 9868263939

ABOUT JIMS

Jagan Institute of Management Studies (JIMS) imparts professional education at post graduate levels in the fields of Management and Information Technology. The Institute has been working for the attainment of a mission: to develop highly skilled and professional human resource for industry and business. From a very modest start, it has now acquired a commendable position as one of the premier institutes of the country. Our PGDM, PGDM-IB, PGDM-RM Programme are approved by the All India Council for Technical Education. PGDM, PGDM-IB & PGDM-RM Programmes are accredited from National Board of Accreditation (NBA) for excellence in quality education and have also been granted equivalence to MBA degree by Association of Indian Universities (AIU). Our MCA programme is accredited by National Board of Accreditation (NBA) for both the shifts. The National Assessment and Accreditation council (NAAC) has accredited JIMS at A grade.

JIMS is a place of learning for knowledge-driven learners. It has been built with an aim to impart education that surpasses the benchmarks of excellence. To achieve the motto it has a comprehensive pedagogical structure which provides paramount academic skills, curriculum with the ever-evolving dynamics of global business environment, esteemed faculty members with their vast experience and expertise and world class facilities.

JIMS thus proves to be an ideal place for those wishing to engage in academic pursuits and seek intellectual fulfilment.

For Participation / Query, Kindly Contact

Dr. Sumesh Raizada (Professor)

M : 9650758671 | E-mail : sumesh.raizada@jimsindia.org

Jagan Institute of Management Studies

3, Institutional Area, Sector-5, Rohini (Near Rithala Metro Station), Delhi-110085

Tel.: 45184000, 45184001, 45184002

www.jimsindia.org