

# International Training Program on Leadership Development

## Aim -

To develop the leadership qualities of Postal managers to help them lead their teams effectively, provide quality postal service & increase business in their respective organizations.

## Objectives -At the end of the programme the participants will be able to: -

- (a) Understand the postal industry in a global perspective
- (b) Understand the UPU provisions on Postal Operations
- (c) Understand the Post Office technology management.
- (d) Understand the concept of total quality management in Post Office
- (e) Develop the leadership qualities in Postal managers to help them lead their teams effectively.
- (f) To understand the role played by modern postal administrations in making postal services more relevant to the common man using technology as an enabler.
- (g) Understand the role of leadership in setting the vision and building the future
- (h) Understand the important traits required to be a Leader of significance
- (i) Be able to communicate purposefully to colleagues, 360 degrees
- (j) Be motivated and be able to motivate others
- (k) Work as a team and lead the team

## Contents -

- (a) Key trends in the postal industry world wide
- (b) Basics of UPU regulations on postal operations
- (c) Key processes of international mail operations.
- (d) Technology in Postal Management
- (e) Service quality in the postal services
- (f) Stress Management at Workplace
- (g) Leadership and Team building
- (h) Understanding the importance of India Post Payments bank, Rural ICT & IT Induction, financial inclusion in Postal Services.
- (i) learn Best Practices in Automation and Operational Efficiency

Target Audience: Postal Officer at Middle Management Level / Postmasters managing the Postal Services