

JAN-JUNE 2015 (CCITSK-BPOI-006)

Session Numbers	Theory (Hrs)	Online Training/Practic e session (Hrs)	Dates	Time		Session Topics	Counsellor
				Theory	Online Training		
	Block 1	Block 1					
1	2	0	3/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 1 - Greeting n Intro-How to greet n introduce Unit 2 - Profile Writing	Monalisa Mohanty
2	2	0	4/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 3 - Small Talk Unit 4 - Language n culture	Monalisa Mohanty
	Block 2	Block 2					
3	2	2	10/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit1 - Features of telephone communication- Opening, closing, bridging, phrases, Unit 2 - Making appointments	Monalisa Mohanty
4	2	2	11/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 3- Leaving n taking messages Unit 4- Emphasize ON voice MAIL, VIDEO CONF, CONFERENCE CALLS	Monalisa Mohanty
	Block 3	Block 3					
5	2	2	12/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 1-Modes of communication Unit 2-Internal Correspondence	Monalisa Mohanty
6	2	2	13/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 3- External Correspondence- Email Unit 4- Reporting-calls, mails-Analytical reporting and Informational reports	Monalisa Mohanty
	Block 4	Block 4					
7	2	2	17/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 1- Types of customers, Unit 2- essentials of customer service, Unit 3- ownership and accountability	Monalisa Mohanty
8	2	2	18/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 4 - Complain handling Unit 5- Rapport Building and empathy Unit 6- Negotiation Skills	Monalisa Mohanty
	Block 5	Block 5					
9	2	2	19/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 1- Purpose of presentation Unit 2-Strcuture and kinds of presentation	Monalisa Mohanty
10	2	2	20/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 3-Preparation and delivery of presentation Unit 4-Visuals	Monalisa Mohanty
	Block 6	Block 6					
11	2	2	24/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 1 - Setting the agenda and planning the meeting Unit 2 - Types of meeting	Monalisa Mohanty

12	2	2	25/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 3 - Conducting and participating in meeting 1 Unit 4 - Conducting and participating in meeting 2	Monalisa Mohanty
	Block 7	Block 7					
13	2	2	26/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 1 - Communicating cross culture- Indianism- Difference btw culture	Monalisa Mohanty
14	2	2	27/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 1 - Communicating cross culture- Indianism- Difference btw culture Unit 2 - Traveling on business	Monalisa Mohanty
	Block 7	Block 7					
15	2	2	31/3/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 3 - Communication in BPO Unit 4 - Ability to say no	Monalisa Mohanty
16	2	2	1/4/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 3 - Communication in BPO Unit 4 - Ability to say no	Monalisa Mohanty
	Block 8	Block 8					
17	2	2	2/4/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 1 - Preparing for the job Unit 2 - Writing your CV and job application	Monalisa Mohanty
18	2	2	7/4/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 1 - Preparing for the job Unit 2 - Writing your CV and job application	Monalisa Mohanty
19	2	2	8/4/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 3 - Portfolio making Unit 4 - Preparing and facing Interview, phone and walk in interviews Unit 5 - Group Discussion	Monalisa Mohanty
20	2	2	9/4/2015	2.30pm-4.30pm	4.30pm-6.30pm	Unit 3 - Portfolio making Unit 4 - Preparing and facing Interview, phone and walk in interviews Unit 5 - Group Discussion	Monalisa Mohanty

Total hrs - 76