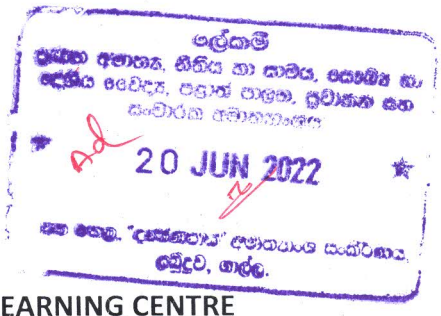


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10th June 2022

Dear Sir/Madam,



UPCOMING TRAINING PROGRAMS BY DISTANCE LEARNING CENTRE

We are pleased to inform you that DLC will be conducting the following programs in the months of July & August 2022.

1. Office Systems in Public Sector - 19th & 20th July
2. Self-Motivation & Personal Development - 21st July
3. Improving Workplace Productivity Using ICT - 28th & 29th July
4. Customer Relationship Management - 02nd August
5. Advanced Certificate in Public Procurement and Asset Management - 10th August (Commencement)
6. Personal Grooming & Social Skills Development - 18th August

We kindly seek your nominations for these programs and thank you in advance for your patronage which will help us to offer the most appropriate learning solutions to the nation continuously.

Please find the enclosed brochures for further information.

Thank You.

Yours faithfully,



 Vajira Abeynayake
 Assistant Sales Manager
 0112-595916 / 071-6588888



A Part of Global Development Learning Network



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Office Systems in Public Sector

Program contents

- Preparing a file
- The basic facts to be considered when opening the new file
- Numbering & naming of files
- Tagging papers to the file
- Numbering pages of file
- Writing a minute
- Points of guidance should be noted when making a minute
- Making cross references
- Urgent papers
- Movement cards
- Call-up diaries
- Managing office correspondence
- Three days rule
- Drafting letters
- The basic facts to be considered when drafting letters
- Mailing system

Objective

The main objective of this workshop is to equip public sector employees with necessary skills to manage the administrative function the office productivity and maintain efficiency in service delivery by adhering to the correct procedures and guidelines.

For whom

Public sector officers in the administrative function and for anyone who wants to enhance their knowledge on the fundamentals of office correspondence, record management and drafting of official letters

MEDIUM - Sinhala

DURATION - 02 days (19th & 20th July 2022)

COURSE FEE - Rs. 5, 000 per participant

TIME - 9.00 am to 4.00 pm

For More Information

071 6588888
vajira@dlcsrillanka.org



Methodology

Interactive online
sessions via

Resource Person

Senior lecture and a consultant from Sri Lanka Administrative service with over 25 years' experience.



Distance Learning Centre Ltd., 4th Floor, SLIDA Building,
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Self-Motivation & Personal Development



Program contents

- Working as a team
- Become a self-motivator
- Understand the purpose of your creation
- Plan your career ahead
- Retain in the job and improve your self
- Personal development leads you to corporate success
- Work with happiness
- Love your job
- Align company vision and your vision
- Kill procrastination
- Nothing is impossible if you have the right passion
- Work life balance
- Learn from failures
- Start everyday fresh

MEDIUM - Sinhala & English

DURATION - One day (21st July)

COURSE FEE - Rs. 3, 000 per participant

TIME - 9.00 am to 4.00 pm

Objective

To train the participants to be self-motivated and drive towards their own passion by achieving corporate objectives.

For whom

Who ever who need to motivate themselves and keep progressing in their personal and professional life.

Methodology

Interactive online sessions via



Resource Person

DLC resource person is an Internationally Certified Corporate Trainer and a People & Organization Transformation Specialist with over 10 years of coaching experience

For More Information

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OBJECTIVES

This online training provides an understanding of the essential computer applications such as MS Word, MS Excel and Google apps which will help participants to carry out day to day office work effectively. Participants will also get to learn about remote work applications which are required to perform their duties in new normal.

COURSE CONTENT

- *Preparing Documents Microsoft Word
 - Page Setup Design & Formatting
 - Working with Images Working with Tables
 - Break Types, Bullets and Numbering
 - Mail merge
- *Calculations and Reporting Using Microsoft Excel
 - Formulas and Functions
 - Sort & Filter / Pivot Tables
 - Conditional Formatting
 - Protection Techniques
- *Use of Google applications for collaboration
 - Scheduling events with Google apps
 - Document collaboration
 - Collecting data using Google forms
 - Sinhala voice typing
- *Effective remote working using different tools
 - Remote Connection tools for working from home
 - Audio video conferencing
 - E-Mail for Office Communication
 - Working with Attachments

IMPROVING WORKPLACE PRODUCTIVITY USING ICT

DESIGNED FOR

Anyone who needs to update their knowledge on basic computer applications.

RESOURCE PERSON

A Senior ICT Lecturer with over 25 years of ICT training.



MEDIUM - Sinhala

INVESTMENT

LKR 5, 000 per participant

DATES

28th & 29th July 2022

TIME

9.00 am to 4.00 pm

Online Session will be conducted via



For More Information

071 6588888 / vajira@dlcsrilanka.org



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Distance Learning Centre Ltd. 4th Floor, SLIDA Building, 28/10, Malalasekara Mawatha,
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CRM

Customer Relationship Management

Objective

This Programme focusses on improving the service excellence mindset of the public staff who interact with the general public on a regular basis and to enhance their skills to deliver a quality customer service by identifying the needs of different customer segments. The participants will also learn the norms & standards of delivering a world-class customer experience.

Designed for

All front-line & call center staff and their immediate supervisors.

Methodology

Interactive online sessions via



Resource Person

Senior lecturer and a consultant from Sri Lanka Administrative service with over 25 years' experience.

Medium - Sinhala

Duration - One day (02nd August)

Course fee - Rs. 3,000 per participant

TIME - 9.00 am to 4.00 pm



Customer Service Excellence for Public Sector Staff

Program contents

- ★ What is Customer Relationship Management?
- ★ Why do customers leave your organization?
- ★ Great concepts of customer service
- ★ Customer service cycle
- ★ Types of customers
- ★ Methods of dealing with impulsive customers
- ★ Reasons why consumers are angry
- ★ Using the LEAPS principle
- ★ Disadvantages of customer dissatisfaction
- ★ Benefits of customer satisfaction
- ★ Service Standards
- ★ Development of First Impression
- ★ Rapport Building
- ★ Body Language
- ★ Understand the true meaning behind what you see or hear (Read between the Lines)
- ★ Controlling nonverbal communication
- ★ The Do's and Don'ts of Telephone Etiquette

For More Information

071 6588888

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Distance Learning Centre Ltd., 4th Floor, SLIDA Building, 28/10, Malalasekara Mawatha, Colombo 07, Sri Lanka.



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OBJECTIVES

The objective of this advanced certificate course is to equip public sector officers with the latest knowledge & skills to cope with the challenges of regulating, executing and monitoring public procurement functions and management of assets.

COURSE CONTENT

- * Strategic Procurement Planning
- * Preparation of Bidding Documents
- * Bid opening process
- * Practical aspect of Bid Evaluation
- * Pre-Qualification of Contractors
- * Contract Payments
- * Contract Administration
- * Selection and Evaluation of consultants
- * Inventory Management and disposal of public Assets
- * Maintenance of vehicles and equipment

CONDUCTED BY

A Senior Procurement Consultant & Trainer in Public Procurement Mr. Anura Lokugamage who has over 25 years of experience in consulting & training on the public procurement.

For More Information

071 6588888 / vajira@dlcsrilanka.org



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GLOBAL
DEVELOPMENT
LEARNING
NETWORK
A Part of GDLN

Advanced CERTIFICATE IN PUBLIC PROCUREMENT AND ASSET MANAGEMENT

TARGET AUDIENCE

Officers in government ministries, departments, local authorities, statutory bodies and provincial councils who are engaged in procurement & asset management.

METHODOLOGY

Presentations, case studies discussion, group exercises. The course will be delivered online via zoom.

EVALUATION METHOD

Study Report submission

VENUE

Online via



MEDIUM - Sinhala / English

INVESTMENT

LKR 30, 000 per participant

DURATION

10 Days (Wednesdays)

TIME - 9.30 am to 4.00 pm

DATE OF COMMENCEMENT

10th August 2022



Distance Learning Centre Ltd., 4th Floor, SLIDA Building,
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Personal Grooming & Social Skills Development

Program contents

- Introduction to Personal Grooming ..
- Improving Overall Appearance
- Gestures & Postures
- Personal Grooming & Hygiene Best Practices
- Learn how to make a positive first impression
- Greeting & Body Language Techniques
- Understanding Etiquettes
- Developing a positive mindset and attitude
- Language and Communication Etiquette
- Relating with Customers and Guests
- Dressing Etiquette – for Men and Women
- Know about power dressing
- Improve self confidence



Objective

This workshop is specially designed to enable participants understand the importance of professional behaviour and social skills at the workplace as well as to implement appropriate business etiquette and grooming at work. At the end of the workshop participants would be able to reach out to people with confidence & would be able to present a positive image personally as well as for the organization they represent.

For whom

Anyone who wants to acquire the grooming skills and to enhance your personal appearance to develop a higher level of self- confidence

Methodology

Delivered physically at DLC classrooms using
Short presentations, Group activities

Resource Person

DLC resource person is a Certified Trainer in Hospitality City & Guilds (UK) and specialist on image management

MEDIUM - Sinhala

DURATION - One day (18th August 2022)

COURSE FEE - Rs. 6,000 per participant
(Includes lunch & refreshment)

TIME - 9.00 am to 4.00 pm

For More Information

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