Training Schedule/Course Content

Leadership Development Programme

Program Overview	In today's rapidly evolving service environment, organizations require capable leaders who can guide teams through change, leverage technology, and deliver high-quality, customer-centric services. The postal and communication sector is witnessing significant transformation driven by digital technologies, e-commerce, and rising service expectations, making leadership development a critical priority. The **Leadership Development Programme** is designed to strengthen the leadership capabilities of managers who operate at the cutting-edge level of service delivery. The programme aims to equip participants with the skills to lead teams effectively, manage change, foster innovation, and align organizational strategy with day-to-day operations. Through interactive sessions and practical learning, participants will enhance their ability to lead self, teams, and organizations toward higher levels of performance and service excellence.
Aims & Objectives of the Program	At the end of the programme the participants will be able to:- 1. 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. 2. To make the postal manager competent in managing the postal services efficiently as customer focused service. The officers will also be enriched with leadership skills. 3. To make the postal manager competent in handling Postal and Mail Operations, Technology management, Quality management and Business management. To develop knowledge and understanding of UPU provisions and specific requirements in international Mail Operations, Mail Accounting and Mail Management.

Day-wise schedule

Day	Session Plan	
	Forenoon	**Afternoon**
1	Inauguration, Incredible India with focus on Viksit Bharat 2047 Ice Breaking	Leadership & Team Building
2	Communication & Interpersonal Skills	Team Dynamics and Decision Making
3	Visit to Delhi Metro Rail Corporation (DMRC)& Automated Mail Processing Centre in New Delhi	
4	Evolving as Emotional by Intelligent Leader	Transformation of Postal Administration: A global Overview
5	Leading Technology Initiatives in India Post	India Post: Development of Financial Services and Financial Inclusion
6	Exposure Visits to the places of National, Cultural and Historical importance in Delhi	
7	Sunday: International Cultural Festival	
8	Study cum exposure tour of Agra	
9	Study cum exposure tour of Agra	
10	Study cum exposure tour of Agra	
11	Technology Advancements leading to Quality Service Improvements in Postal Sector	State of Postal Sector 2025 and Integrated Index for Postal Development Country Presentation
12	Country Presentation	Feedback & Valediction