

## **Workshop on "Personal Grooming, Happiness, Motivation & Results"**

Date : 17/10/2018  
Time : 8.30 a.m - 4.00 p.m  
Venue : The Grand Kandyan Hotel, 89, 10 Lady Gordern's Dr, Kandy  
Resource Person : Dr. (Eng.) Ranil Sugathadasa

08.30 a.m. Registration & Tea

9.00 a.m. Welcome Address & Objectives of Workshop  
Director/PGIA

9.15 a.m. 

- Good work habits for workplace success
- The Power of Little Bit
- How to be Smart at Work

11.30 a.m. Tea Break

11.45 a.m. 

- Personal Grooming
- Office & Social Etiquette
- Telephone Etiquette
- Meeting Etiquette
- Work Happily and Productively Under Pressure

1.30 p.m. Lunch Break

2.00 p.m. 

- Communication skills including verbal, written, email and meeting handling skills
- Stress Management and Life Balancing
- People Management and Conflict Handling
- Customer Service Excellence

4.00 p.m. Vote of Thanks  
Deputy Registrar/PGIA