

Capacity Building and Capability Development Programme Continuous Professional Development

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Levels	Main Topics	Duration/ Number of Days
Level 1 : Workmen's Grade	Improving Communication and Productivity at Work: <ul style="list-style-type: none"> • Verbal and Non-Verbal Communication • Ethics and Integrity • Time Management • Work Performance 	2
Level 2: Support Staff	Operation and Processes Management: <ul style="list-style-type: none"> • Fundamentals of Operations Management • Identifying and Reporting Problems • Basic Data collection and organization 	3
Level 3: Frontline/Supervisory/ Technical Grade	Leadership and Management: <ul style="list-style-type: none"> • Supervisory Skills • Data Analysis and Policy Implications for Decision Making • Fundamentals of Project Management 	3
Level 4: Middle Management	Strategic Management and Leadership: <ul style="list-style-type: none"> • Fundamentals of Strategic Management • Emotional Intelligence for Leaders • Managing Big projects • World economy and Data Analysis 	4