***Mr. Hemantha Harischandra General Manager Berendina Employment Center (Gte) Ltd. Head office 44/3 3rd Floor Narahenpita Road Nawala.***

*Dear Mr. Harischandra,*

**Learning Programme on Capacity Building for Development Officers**

#### *This is in response to the discussion you had with me and the subsequent email (ToR) sent me regarding a programme to above target audience.*

I submit herewith a proposal, which outlines the programme. I will be citing all situations and examples relevant to the participants’ own background, so that participants can easily relate the learning into their day-to-day operations. The programme can be facilitated in Sinhala language.

*The facilitation fees for a one-day programme will be Rs. 195,000. This includes all the charges to conduct this programme at Anuradhapura.*

*Original of the workbook will be provided to you to print the necessary copies based on the number of the participants.*

*A suitable venue and all the facilities needed to conduct the programme have to be provided by you.*

*If you need any further discussion on this proposal, please feel free to call me on 0777 886 555 or visit my webpage www.dhammikakalapuge.com*

*Thank you*

*Yours sincerely,*

## *Dhammika Kalapuge*

*Director, SIPCOM – 1 (PVT) LTD.*

*17 October 2018*

***Programme***

***To Realise One’s True Potential,***

***One day learning programme on***

**‘Be the best you were born to be’**

**Facilitated by Dhammika Kalapuge MCIM(UK), CPM, FAMI, FABE(UK)**

## *Objective*

*This programme will inspire the participants to perform in a challenging environment for them to achieve the best results. Moreover, having a positive outlook towards the changing circumstances to live a life purposefully and resourcefully. It will persuade the participants for a behavioural change in regard to how in such an environment one should focus the energy for a purpose, demonstrate team work, be more productive, build confidence, work with an entrepreneur mind-set, have a positive outlook towards life, manage change and achieve the overall objectives of the institution with a passion.*

*Target Audience*

Grass root level government staff from the respective divisional secretariat divisions.

**Training Methodology**

Combinations of mini-lectures open forum discussions, examples, relating success stories individual and group assignments. An interactive programme which requires a high degree of audience participation.

##### **Timing and Course Material**

##### This is a one-day workshop from 9.00 a.m. to 4.00 p.m. Participants are provided with the course material in the form of a comprehensive workbook for future reference and to write an action plan.

**Programme 6 – ‘Be The Best You Were Born To Be’**

**Course Content**

1. How to define self-success with a positive frame of mind and enjoy the work what you do.
2. *The understanding of inner abilities and getting the best out of one’s own self.*
3. *Planning towards achieving organisational and self-goals with a sense of belonging and responsibility.*
4. *Having a ‘Total Solution Focus’ approach to enhance productivity.*
5. *Out of the box thinking to break the paradigm to transform problems into opportunities.*
6. *Synergise as effective team players in the institution to achieve overall objective.*
7. *Learn to lead through continuous improvement by working smarter to enhance productivity.*
8. *Be a ‘Value Adding Employee’ to the organisation.*
9. *Defining and demonstration of the Institute’s personality when dealing with Public.*

## *Profile of facilitator- Dhammika Kalapuge www.dhammikakalapuge.lk*

*Director at SIPCOM – 1 (Pvt) Ltd. A company involved in Total People Development. At present he works as the Principal Management Consultant and a Trainer focusing towards Service Quality enhancement, System Study and Employee Motivation to achieve higher productivity.*

*Former Vice President–Marketing at DFCC Bank. Has had held senior marketing positions at Sampath Bank, Eagle Insurance and Eagle NDB Fund Management. Has over twenty years of experience in Services Marketing. Participated in many professional development programmes locally as well as abroad.*

*A Post Graduate Diploma holder of CIM (UK). Diploma of Marketing from Marketing Council of Australia and a Fellow of the Australian Marketing Institute. Advanced Diploma in Business Administration from Association of Business Executives (UK) and a Fellow Member. A former Executive Committee Member of Sri Lanka Institute of Marketing (SLIM).*

*Over the last decade, has conducted over two thousand six hundred inspirational workshops in Management, Entrepreneurial Development, Customer Care, Service Excellence, Relationship Marketing and Motivation in nearly 650 leading public and private sector institutions in Sri Lanka and abroad with over 350,000 participants. In year 2000 he was presented with the Sri Lanka Institute of Marketing first ever ‘Recognition Award’ for the contribution made to enhance the professional competence of the customer interface community in Sri Lanka.*

*The programmes design and conducted for the benefit of the Cabinet of Ministers in year 2004, Presidential Secretariat and Government Institutions were commended by Her Excellency the former President of Sri Lanka.*

*Have several publications on ‘Service Marketing’ both in local and foreign journals. Was a member of the lecture panel of Sri Lanka Institute of Marketing for CIM and SLIM Diploma subjects. Served as a Chief Examiner at the Institute of Bankers of Sri Lanka.*