



Programme Code: -DPC/RTP/2025-26/11



## MANAGEMENT DEVELOPMENT RESIDENTIAL PROGRAMME ON



# PROFESSIONAL ETIQUETTE AND WORKPLACE ETHICS

From  
10<sup>th</sup> to 13<sup>th</sup>  
March 2026

At  
Munnar (Kerala)

ORGANISED BY



# DELHI PRODUCTIVITY COUNCIL

Plot No.2, Institutional Area, Sector 9, Dwarka, New Delhi – 110077

Tel.:011-45575734, Mob: 9818663122 / 7042662227

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Website: [www.delhiproductivitycouncil.com](http://www.delhiproductivitycouncil.com)

## ABOUT DELHI PRODUCTIVITY COUNCIL (DPC)

**Delhi Productivity Council (DPC)** is a non-for-profit autonomous Techno-Managerial organization, was established in 1959 and is affiliated with **National Productivity Council** (under the **Department for Promotion of Industry and Internal Trade, Ministry of Commerce & Industry, Govt. of India**) and the **Delhi Administration, Govt. of N.C.T. of Delhi** for promoting productivity culture in India.

DPC has been providing consultancy and training services in the field of Productivity, Vigilance, Human Resources Management, Information Technology, Finance, Security, Safety, etc., to the Government and Public & Private Sector Organization for almost six decades.

## ABOUT THE PROGRAMME

In today's diverse and interconnected work environments, professional etiquette and workplace ethics are essential foundations for building trust, respect, and a positive organizational culture. Professional etiquette encompasses the behaviors and manners that facilitate smooth and respectful interactions, while workplace ethics involve the principles and values that guide decision-making and conduct.

Adhering to high standards of etiquette and ethics promotes integrity, accountability, and collaboration, which are critical for individual success and organizational reputation. Employees who embody these qualities contribute to a supportive, inclusive, and productive workplace where everyone can thrive.

Professional etiquette and workplace ethics are vital to fostering respectful, trustworthy, and effective working relationships. By consistently demonstrating courteous behavior and making ethical choices, individuals contribute to a positive culture that supports collaboration and success.

Organizations that prioritize these values build strong reputations and resilient workforces capable of navigating challenges with integrity. Developing skills in etiquette and ethics empowers employees to act responsibly, communicate effectively, and uphold standards that benefit themselves and their organizations.

This training explores key concepts and best practices in professional etiquette and workplace ethics, equipping participants to navigate complex situations with confidence and integrity.

## PROGRAMME OBJECTIVE

In today's fast-paced and interconnected world, the significance of professional ethics cannot be overstated. As professionals, whether in business, healthcare, law, or any other field, our actions and decisions have wide-ranging impacts. Professional ethics provides a set of moral principles and standards that guide our behavior, ensuring we uphold integrity, fairness, and respect.

## CONTENTS

- Overview of Etiquette
- Etiquette – Concept, Types & Rules
- Understanding Workplace Etiquette (Work Etiquette)
- Understanding Professional (Business) Etiquette
- Personal and Professional Conduct
- Effective Communication – Politeness, Tone, Listening & Body Language
- Role of Communication in achieving success
- Professional Appearance and Behavior
- Confidentiality and Privacy
- Accountability and Responsibility
- Enables employees to understand the situations
- Building Trust & Credibility at workplace
- Building Rapport

## METHODOLOGY

Methodology of the training programme would be participative in nature. The sessions would be based on Interactive lectures, Group discussions and role plays, Case studies and real-life simulations & Self-assessment tools and reflection exercises.

## PARTICIPANTS

The Programme is meant for All levels of Executive (Junior, Middle & Senior) i.e., Dealing Assistants, PA/PS, Stenographer, Section Officers, Middle & Senior level Executives in an organization at various function areas of HR, Administration, Personnel departments, Vigilance, Finance, Security, Projects, Purchase, Commercial, working in Ministries, Central Govt. Offices / State Govt. or Public & Private Sector Undertakings, Subordinate Offices of the GoI., Union Territories, Nationalized Banks & Financial Institutions, Boards, Administrative Bodies & Cooperative Sectors and others.

## COMPLETION CERTIFICATE

A completion certificate will be given to the participant(s) at the end of the programme.

## VENUE, DATE & TIME

**Venue: Sterling Munnar , Munnar (Kerala)**

**Date: 10<sup>th</sup> to 13<sup>th</sup> March 2026**

**Check in time: 12 noon on 10<sup>th</sup> March 2026 &**

**Check-out time: 10:00 a.m. on 13<sup>th</sup> March 2026**

## PROGRAMME FEE

### 1. FEE FOR RESIDENTIAL PARTICIPANT(S)

<b>Fee for Single occupancy - Rs. 53,900/- plus GST@18% per participant</b>	<b>Fee for Twin Sharing - Rs. 40,000/- plus GST@18% per participant</b>
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**Note - \*Bulk Nomination(s) for 5 or more participants – 1 Participant is complementary.**

## FACILITIES & SERVICES

### (I) RESIDENTIAL PARTICIPANTS:

- Participants will get room, bed tea (in room service), breakfast, lunch, dinner and tea during programme time, Programme Kit & Sightseeing.
- Extra's in Room Services to be paid by the Participants to the hotel directly. Services like STD calls, Laundry, Drinks / Mineral Water, Snacks, Food in Room & Extra Bed, etc.
- Participants **accompanying the spouse** will have to pay extra **Rs. 3300/- per day inclusive (all Meals)** directly to the hotel.
- Participants will have to make their **own travel arrangements to reach the programme venue.**
- For Check-in before and check-out after the programme dates, the extra Hotel charge will be borne by the Participants.

**NOTE:** Kindly carry your photo ID for self and family (if accompanying)

## (II) NON-RESIDENTIAL PARTICIPANTS:

- Participants will get programme Kit, Lunch, Tea during programme sessions and Sightseeing.

(III) AIRPORT TRANSFER: To be arranged by the participants at their own cost.

### REGISTRATION FOR THE PROGRAMME

Please send us the name(s) of the participant(s) through electronic remittances i.e., e-mail at: [dpctraining2020@gmail.com](mailto:dpctraining2020@gmail.com)/[dpc\\_1959@rediffmail.com](mailto:dpc_1959@rediffmail.com) along with the participant(s) fee as per following-

#### MODE OF PAYMENT

- The fee may preferably be transferred by Bank Draft/Cheque/RTGS/NEFT/IMPS/ECS in favour of Delhi Productivity Council to our A/c. No. 1502002100002418 with Punjab National Bank, Dwarka, Sector-10, New Delhi – 110075.
- IFSC Code: PUNB0444700 & MICR CODE 110024244, CURRENT A/c Type.
- DPC PAN CARD NO.: AAATD0844P
- GSTIN NO.: 07AAATD0844P1ZJ

The participation fee is non-refundable once the nomination(s) is confirmed. However, substitutions can be made, or the fees can be adjusted against future nominations. DPC reserves its right to cancel or postpone the programme for any reason whatsoever and in such case of cancellation / postponement any fees paid to DPC shall be refundable in full or can be carried forward for adjustment against nominations to future programme(s).

*Please feel free to contact for any Query at below address –*

#### PLEASE ADDRESS YOUR ENQUIRIES TO:

Shri Sanjeev Bhardwaj,  
Asst. Director (Training),  
C/o DPC Institute of Management,  
Plot No. 2, Institutional Area, Sector – 9, Dwarka, New Delhi – 110077  
Mob: 9818663122

**LAST DATE FOR RECEIVING NOMINATIONS: 3<sup>RD</sup> MARCH 2026**

*For the best outcome, we intend to limit the programme intake to 15 participants and therefore request you to send your nominations at the earliest.*



# DELHI PRODUCTIVITY COUNCIL

(A tripartite autonomous organization under NPC & Delhi Admn., Govt. of NCT of Delhi)

Plot No.2, Institutional Area, Sector 9, Dwarka, New Delhi – 110 077.

Tel. No. 011-45575733, 45575734 E-mail – [dpctraining2020@gmail.com](mailto:dpctraining2020@gmail.com) / [dpc\\_1959@rediffmail.com](mailto:dpc_1959@rediffmail.com)

## APPLICATION FORM FOR NOMINATIONS

**Title of Programme: Professional Etiquette and Workplace Ethics**

**Programme Code: DPC/RTP/2025-26/11**

**Programme Date – 10<sup>th</sup> to 13<sup>th</sup> March 2026**

**Programme Duration: 4 Days & 3 Nights**

**Location: Sterling Munnar, Munnar (Kerala)**

**Details of Nominated Participation:**

S. No.	Name of Delegate	Designation	Mobile No.	Email ID	Official Address for Correspondence

**Details of Nominating Authority:**

**Name:**

**Designation:**

**Organization:**

**Address:**

**Contact Number:**

**Email ID:**

**Signature**

**Details of Proof of payment of Programme fee (RTGS/NEFT Details like Cheque / DD no.):**

**Payment Particulars -**

**ECS Payment Details:** Punjab National Bank, Dwarka, Sector-10, New Delhi Branch.

A/c No. 1502002100002418, IFSC Code: PUNB0444700

In case of ECS Payment, the payment details should be intimated accordingly along with UTR number.

DD/Cheque should be drawn in the name of Delhi Productivity Council payable at New Delhi.

Programme Fees per Participant plus GST to be paid in advance.

PAN No. AAATD0844P

GSTIN: 07AAATD0844P1ZJ



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