

FRIDAY MARCH 2, 2001

Personality development programme

Sandhya Iyer

WITH the world shrinking and competition becoming more cut-throat than ever before, there is an excessive thrust on quality and performance.

Keeping this aspect in view, the Quality Circle Excellence Centre (QCEC) has tied up with Ecole Solitaire, the country's first finishing school consisting of well-known professionals and a team of experts, to conduct a series of personality development programmes and workshops for peo-

ple of varying age and in different walks of life.

The objective of such a tie-up was to combine the experience and expertise of both QCEC and Ecole Solitaire, and offer them to citizens in order to enhance the quality of their personal lives, announced Firoz Poonawalla, chairman of QCEC.

Minocher Patel, founder-director of Ecole Solitaire, said, "In today's competitive world, one has only 15 seconds to create the first impression. Naturally, then,

etiquette, manners, personal grooming and customer service et cetera increasingly play an important role in opening the right doors."

The programme also comprised a workshop conducted by Patel, who illustrated many aspects of non-verbal communication. He also emphasised the need for better grooming and packaging. "Today the importance of presentation has increased manifold, especially since India is integrating with the rest of the world at such a speed. It's not enough just being brilliant today, one also needs to present that in the most effective manner."

Talking about the various workshops he conducts, Patel said, "Right from customer service skills to inter-personal skills to business etiquette programmes, our finishing school offers them all. Besides, we also have programmes that deal with improving conversational skills and telephone etiquette. By participating in such a programme, a person can gain tremendously in confidence and self-esteem. It also helps people to be better-groomed and have great value-addition."



Minocher Patel (second from left) addresses the QCEC gathering