



National Council for Secretariat Training & Development (An ISO 9001;2015 Organization)

Training Programme on

“Leadership and Change Management: Rethinking leadership styles, innovation in workplace culture, and transitioning from rule-based to role-based approaches (Mission Karmayogi)”



1. ABOUT NCSTD

The National Council for Secretariat Training & Development (NCSTD), established in 2009, is an autonomous Organization (registered with the Department of Labour, Govt. of National Capital Territory of Delhi, registered with Ministry of Micro, Small and Medium Enterprises & representative of the various segments of Indian Industry. Its primary mission is to provide high-quality training to officers from Central and State Government services, as well as personnel from various organized and subsidiary services. By enhancing the skills and competencies of these officials, NCSTD plays a pivotal role in strengthening administrative capabilities and improving overall governance standards.

2. PROGRAMME THEME

The program theme centers on driving a paradigm shift in public administration by aligning modern leadership styles with institutional change management, deeply rooted in the philosophy of Mission Karmayogi. It addresses the critical need to foster an innovative, collaborative, and continuous learning culture within the workplace, breaking away from traditional, risk-averse bureaucratic silos. At its core, the theme emphasizes the urgent transition from a rigid, "rule-based" compliance mindset to an agile, "role-based" competency model where civil servants are empowered through specific skills, knowledge, and attitudes to prioritize citizen-centric outcomes over mere procedural checklists. By encouraging transformational and servant leadership styles, the program aims to cultivate adaptive leaders who can successfully navigate institutional transitions and champion accountability. Ultimately, this theme serves as a strategic blueprint for unlocking governance potential, ensuring that organizational structures evolve to meet complex, contemporary challenges through outcome-driven performance and systemic agility.

3. LEARNING OBJECTIVES

- Deconstruct Leadership Models: Critique traditional, hierarchical command-and-control structures and adopt modern transformational and servant leadership styles to motivate public sector teams.
- Cultivate Cultural Innovation: Implement strategies to build an innovative, collaborative, and psychologically safe workplace culture that breaks down departmental silos and encourages continuous learning.
- Execute Rule-to-Role Transitions: Map institutional jobs to specific competency frameworks (as envisioned under Mission Karmayogi), shifting daily operations from mere rule compliance to outcome-oriented roles.
- Drive Citizen-Centric Outcomes: Align departmental deliverables with the actual needs of the public, using data-driven performance metrics rather than rigid procedural checklists.
- Manage Institutional Change: Diagnose resistance to organizational change and apply structured change management tools to smoothly guide teams through systemic transitions.
- Leverage Digital Capacity Building: Utilize modern digital learning ecosystems (such as the iGOT Karmayogi platform) to establish a habit of self-paced upskilling and continuous professional development.

4. BROAD PROGRAMME COVERAGE

The following topics shall be covered during the training

- Transformational & Servant Leadership: Practical application of empathy, humility, and vision-building in public sector teams.
- The "Karmayogi" Ethos: Cultivating Sewa Bhav (spirit of service) and transitioning from a Karmachari (employee) mindset to a Karmayogi (dedicated, purpose-driven worker).
- Strategic Decision-Making: Navigating public sector ambiguities, managing political-administrative dynamics, and leading with accountability.
- Fostering Psychological Safety: Techniques for leaders to encourage safe feedback loops, reduce risk aversion, and open channels for open communication.
- Breaking Bureaucratic Silos: Building cross-departmental and cross-functional teams to tackle complex governance issues.
- Institutionalizing Continuous Learning: Making continuous upskilling a core component of daily operations rather than an episodic training event.
- Demystifying the FRACs Process: Understanding the Framework of Roles, Activities, and Competencies—how to map specific jobs to needed skills.
- Behavioral vs. Functional Competencies: Balancing core behavioral attributes (solution orientation, ethical reasoning) with necessary domain-specific functional skills.
- Outcome-Based Performance Mapping: Designing and implementing performance metrics linked strictly to role deliverables and citizen impact instead of process
- Overcoming Institutional Resistance: Identifying change barriers within the bureaucracy and managing stakeholder anxieties during transitions.
- Leveraging the iGOT Karmayogi Ecosystem: Integrating the iGOT platform into departmental HR strategies for personalized, anytime-anywhere learning.
- Data-Driven Governance & Scaling: Utilizing modern tools (such as AI applications and case-study suites) to monitor capacity building plans and ensure measurable public value.

5. METHODOLOGY

The programme will employ a participant-centric methodology combining case studies, experiential role-plays, and self-assessment tools to unpack leadership mindsets. This will be reinforced by interactive group exercises to simulate the "Rule-to-Role" transition and peer-learning sessions on utilizing the iGOT digital ecosystem.

6. PARTICIPANTS' PROFILE

Officials from Central & State Government Departments, Academic Institutions, Public Sector Undertakings, Private Sector Units, Co-operative Sector Organizations, Financial Institutions, NBFCs, Corporations.

7. FACULTY

The faculty for the training programme will comprise of senior NPC Experts & other renowned and experienced Trainers from the respective field.

8. PROGRAMME FEE & VENUE

Programme Fee	Programme fee for • residential Single Sharing participant • ₹ 56,600/- + 18% GST • residential Single Sharing participant 48,600/- + 18% GST Per Participant	Programme fee for non-residential participant 36,600/- + 18% GST per Participant
For Residential Participants	• Check-in at Hotel- Tuesday afternoon • Check-out from Hotel – Friday Forenoon	

9. Residential Participation Framework

For participants opting for full boarding and lodging arrangements:

- Hotel Tier: All residential accommodations are organized at premium, pre-vetted 4-star hotel properties to ensure corporate comfort.
- Duration of Stay: Standard accommodation is strictly capped at 3 Nights. / 4 Days
- Pre-Programme Check-in: Participants are required to check in to the hotel one (1) day prior to the official commencement of the program.
- Post-Programme Check-out: Participants must check out one (1) day after the formal conclusion of the program.
- Package Boarding Inclusions: The residential package comprehensively covers room stay charges and three main meals daily (Daily Breakfast, Lunch, and Dinner).
- Incidental Charges: Any personal expenses incurred during the stay (e.g., room service, mini-bar, laundry, telephone calls, or extended stay extensions) are not included and must be settled directly by the participant with the hotel front desk at checkout.

10. Non-Residential Participation Framework

For local participants or those arranging their own lodging:

- Fee Structure: ₹36,600 + 18% GST per individual participant.
- Inclusions: This fee covers tuition, program kits, study materials, as well as institutional hospitality (working lunch, tea/coffee, and mid-session refreshments) at the venue during program hours.

11. PAYMENT DETAILS

- All payments must be processed securely via electronic bank transfer (RTGS or NEFT),
- Total participation fees must be cleared and credited to our account in advance or strictly prior to the commencement of the training.
- Hotel rooms under the residential quota are blocked provisionally. Room inventory will be firmly locked and confirmed only upon receipt and verification of the advance payment.

12. HOW TO APPLY

- Please apply in prescribed application format enclosed with this brochure. Nominations may be sent to the following E-mail address:

Plot No.- 102, 52A,V, First Floor, Vijay Block, Laxmi Nagar, Delhi-110092 India.

Ph. +91-11-44767807, +91- 9667495189, WhatsApp No. +91-9667493654

E-Mail: -info@ncstd.in, info@ncstd@gmail.com, Website:-www.ncstd.in

Last date for receiving of nominations is one (1) week prior to the scheduled start date of the chosen programme.



REGISTRATION APPLICATION FORM

Executive Development Program

Date:	
Topic:	
Venue:	

Participant Details

Name:	
Designation:	
Organization / Department:	
Office Address:	

City:		Pin:		State:	
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Tel. (Off):		Tel. (Res):	
Fax:		Mobile No.:	
E-mail:			

Nomination Status

☐ Residential

☐ Non-Residential

Date: _____

Signature: _____

Place: _____

(Photocopies of this form may be used for additional delegates.)

GST Status

☐ Organization is GST Exempted

☐ Organization is Not GST Exempted

For Organisations Not Availing GST Exemption and Having GST Registration

GST No. (Mandatory):	
Organisation PAN No. (Optional):	
Organisation TAN No. (Mandatory on TDS deduction):	

Kindly provide the GST number of the organisation in whose name the GST invoice is to be issued.

Signature: _____

Date: _____ Place: _____

Self Declaration on GST Exemption (Optional)

As per GST Notification No. 9/2017 – Integrated Tax (Rate) dated 28.06.2017, Serial No. 75 under Heading 9992 (Page No. 19 of the notification), GST exemption is available for services provided to the Central Government, State Government, or Union Territory Administration under training programmes where the entire expenditure is borne by the respective Government authority.

- I/We hereby declare that our organization fulfills all applicable conditions mentioned in the above notification and is eligible to claim GST exemption for the training programme referred to above.
- I/We understand and agree that if at any stage it is found that the exemption conditions were not met, GST along with applicable interest and penalties, if any, may be recovered by NCSTD on behalf of the GST authorities.
- I/We further confirm that it is the sole responsibility of the participant organization to assess and verify its eligibility for availing GST exemption. NCSTD shall not be responsible for validating such eligibility.
- I/We certify that the information provided above is true, correct, and complete to the best of our knowledge and belief.

Declaration

***I certify that the above information is correct.**

Signature: _____

Date: _____ Place: _____

13. GENERAL INSTRUCTIONS

- ❖ Due to limited number of seats, it is recommended to send the nominations as per attached format at the earliest, for ensuring the availability. Acceptance of the nominations is subject to the seat availability and receipt of programme fee latest by the last date for nominations.
- ❖ The Residential programme fee covers the professional fees towards training, board & lodge of the Participant(s). The fee once deposited is non-refundable, however, substitutions are allowed.
- ❖ Each participant should carry their ID cards and necessary letters / orders issued by their department for attending the training program.
- ❖ NCSTD shall not bear any charges towards participants' to & fro travel from their residence / place of stay and the training program venue. All participants shall make their own arrangement to reach the venue on time as per the programme schedule.
- ❖ Participants are requested to assure their health and safety during the training period and NCSTD will not be liable for medical expenses incurred by the participants during the program.
- ❖ Settlement of additional bills: The hotel will be instructed to open separate folio for each participant. Participants may directly settle their additional dues regarding family member, laundry, telephone, mini bar, room service, overstay etc. with the hotel before checkout.
- ❖ The participants shall be awarded Certificate of Participation on successful completion of programme.
- ❖ Any other terms and conditions apply as may be notified by NCSTD at any point of time.
- ❖ As per GOI notification No. 9/2017-Integrated Tax (Rate) dated 28.06.17, Sr. No. 75, Heading 9992 (at page no. 19 of the notification) No GST is applicable where Services provided to the Central Government, State Government, UT Administration under any training programme for which total expenditure is borne by the Central Government, State Government, UT Administration.