

MANAGEMENT DEVELOPMENT PROGRAM

22 August 2019

For BPCL Team Leaders, New Delhi

PROGRAM SCHEDULE

TIME		TOPIC	FACILITATOR
11:00Hrs – 11:30Hrs 11:30Hrs – 12:30Hrs	Session-I	Registration & High Tea Inaugural Ceremony <ul style="list-style-type: none"> • Welcome address • Program Overview • Setting the Expectation • Alignment with the BPCL Vision and Mission 	BPCL & Jaipuria Officials
12:30Hrs - 13:30Hrs	Session-II	<ul style="list-style-type: none"> • Rejuvenation of PFS (Pure for Sure) • Role Plays • Presentations • Providing developmental feedback 	Mr. Anant Rastogi
13: 30Hrs – 14:30Hrs		Lunch	
14:30Hrs – 16:30Hrs	Session-III	Improving customer experience <ul style="list-style-type: none"> • On the Job Training • "10 Kadam" in BPCL & Its Importance • Role plays on complaint handling • Etiquette and Grooming 	Mr. Anant Rastogi
16:30Hrs – 16:45Hrs		Tea Break	
16:45Hrs – 17:00Hrs		<ul style="list-style-type: none"> • Valedictory & Certification 	