***ASSIGNMENT SUBMISSION AND ASSESSMENT***

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**PD101**

**PERSONALITY DEVELOPMENT**

**SEMESTER MAY 2015**

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***INSTRUCTIONS TO STUDENTS***

1. Your assignment should be typed using 12 point Times New Roman font and 1.5 line spacing.
2. *Your assignment should be between* ***2500 to 3000 words******excluding*** *references. The number of words should be shown at the end of your assignment.* ***Do not*** *copy the assignment question and instructions to your answer.Your assignment should be typed using 12 point Times New Roman font and 1.5 line spacing.*
3. *You can submit your assignment* ***ONCE*** *only in a* ***SINGLE*** *file.*
4. *Your assignment should be prepared individually. You should not copy another person’s assignment. You should also not plagiarise another person’s work as your own.*

**Assignment Question:**

Asiri hospital situated in Colombo is a 200 bed facility catering to 200 inward patients and 2000 outpatients. This hospital performs ten major surgeries and 20 bed inward patients. This hospital was established by ‘Wasana Hospital (PVT) Ltd’ with a view to upgrade the hospital to 3000 beds in the next 05 years.

You are in charge of the of the outpatient department of the hospital. There have been many incidents and complaints regarding staff behaviors and the attention to patients. It was discussed at a management meeting that patient numbers deteriorate and the income of the hospital has gone down. The Managing Director further stated that they won’t be getting any bonuses for this year due to this issue.

You are requested to organize a good public relations programme emphasizing on personal development for your team. Your team consists of Receptionist, Nurses, Doctors, Cashiers and minor staff. Total staff in the carder is 10. Draw up a comprehensive plan to upgrade the each and every individual staff member.