



# tflnd, tflndsGb/ gkfn 6]nsd



0= eml j Gb | pkfWof  
j l/i7 klz lfs

@)## ; fndf :yfkf ePsf]b/; ~rf/ tflndsGb]hf0{ cfhsf]l:yltdf Nof0k%ofpg ljleGg dxfgfej tyf ; :yfxzsf]7hf]of]bfg 5 . o; tflndsGb]sf]cgj/t kof; sf]kltkm g}cfhsf]gkfn 6]nsdsf]; lfd hgzlQm xf]eGbf cltzof]Qmgxf]hf . o; s]b]cfh; Dd sDkgl sf ; a}txsf sd{f/lnf0{cf]g]l]sf]cfj Zostfcg; f/sf] tflnd k]fg ub}cfPsf] 5 . z'zsf lbgx'zdf klj lwsx'nf0{dfq tflnd lbg]Jo; yf eP klg em8} Ps bzsc13af6 klj lwsx'nf0{lbg]tflndafx\$ n]y, kzf; g tyf Jo; yfkf; DaGwl tflndx'z klg TolQs} k]fj sf/l z'kdf ; ~rfng ub}cfPsf]5 .

clxn]sf] lj Zj Jofkls/of tyf pbf/ls/of gl]tn] NofPsf]b/; ~rf/ l]sf]klt:kwf{ds jftfj/of tyf gkfn b/; ~rf/ ; :yfgsf] sDkgl/sf] ; Gbedf b/; ~rf/ tflndsGb]sf]dx]ej cem]a9] uPsf]5 . ; Dkof{sd{f/lx'z ; do; fk]f xg xfdldf /x\$]f] ; /sf/l ; :yfsf]sd{f/l sf] dgf] Qaf6 Joj ; flos sDkgl sf]sd{f/l sf]z'kdf kl/j t'g xg' h'z/l 5 . sd{f/lx'zsf] dgf] Q kl/j t'g u/l ; do; fk]f agfpg]sfof] tflndsGb]sf]dx]ej kof{lhd]f]f/l 5 . sg]klg kl/j t'g ; 8/fpg]cfddfgj ; j efj nf0{0; k\$]f/sf] ; f]f0df kl/j t'g Nofpg' sd r'gf]k'of{ sfo{ xf]g . ; j kyd t gkfn 6]nsdsf Jo; yfksb]v tNnf] tx; Ddsf sd{f/lx'zn]o; tflndsGb]klt xg]b]6sf]ofdf g}7hf]kl/j t'g c]pgk5{ clg dfq ; Dkof{sd{f/l sf] ; f]f0df kl/j t'g Nofpg]lhd]f lnPsf]tflndsGb]cf]g] lhd]f/l ; kmntfk] \$ k/f ug{; S5 . gkfn 6]nsdsf] dVo p2]ocg'z k b/; ~rf/ ; j]f lj:tf/ tyf lj t/ofdf

tflndsGb]sf]; lwf ; n]lgtf geP klg o; sf]uof:t/ tyf pTkfbs]j j]4 ug]sfof]f tflndsGb]sf]eldsfnf0{s; h] gsf]g; Sb]g . clt b'f ultdf kl/j t'g e0/x\$]f]; ~rf/ klj lw tyf abln]f]kl/l:yltnf0{cf]d; ft\ub}cl3 a9g tflnd g}Psd]f]q pkfo xf].

b/; ~rf/ l]sf]cfPsf]klt:kwf{/ elj iodf c]pg] kl]t:kwl'z'egbf lj Zj ; glo / :t/lo ; j]f k]fg ug{; lfd hgzlQm tof/ ug{/ tflndsGb]sf]tflndnf0{; r'gfdhs tyf cem k]fj sf/l agfpg ox]Fsf]d ug]sd{f/l sf] dg]an psf:g]vfnsf]sfd ug{cfj Zos 5 . dg]an p7fpg]eg]sf]s]xl lbP/ dfq xf]g p; n]u/]sf]sdsf] oyf]rt dNof]gaf6 klg xg ; S5 . o; s]b]kl]t xg] b]6sf]ofaf6 klg JolQmsf]dg]an a9g]j]f 36g]xg ; S5 .

sl/a # bzs k'/fg] tflndsGb]hf0{ ; d; fdlos kl/j t'g u/l lj sf; ub}nf]gk5{. j t'g]f; Gbedf o; sf] ; fE7lgs ; j'zksf ; fy}sfdsf]bfo/f; d]t km]f]snf]kfb} hfg' pkoQm xG5 . tflnd dfq lbg]sfo{ul//x\$]f]o; tflndsGb]hf0{ b'; ~rf/ tyf b'; ~rf/ ; j]f Jo; yfkf; DaGwl cg; Gwfg sfo{lg/l]f0f, dNof]g; d]t ug]lhd]f]f/l lb0{0; s]b]sf]gfd g}b/; ~rf/ tflnd tyf cg; Gwfg s]b](Telecom Training and Research Center) /Vg'pkoQmxG5 . tflndsGb]sf]klz]lfsx'z g}pkoQm tflnds] cefj n] ubf{ k/Dk/fut tl/sfsf] Lecture Method af6 klz]l]f0f lbg]ub}5g\ t/ Adult Learning sf nflu of]pkoQm]j lw xf]g . ox]f]f klz]l]fsnf0{klz]l]f0f tflnd (Trainer Training) lb0{1; sfpg]l; Sg] lj lw (Teaching-Learning Method) df Lecture, Workshop, Group discussions, Problem Analysis, Group work, Individual Exercise, Reflective thinking, Role plays, Project work and study visits ; a} k\$]f/sf lj lwx'z c]fd; ft\ug{; Sg] agfpg cfj Zos



5 . tflnds[bb\$fl]j sf; sf nflu 5\$}kl/ofhgfsf]z kdf lj sf; ug{pkoQm xG5 . olb To; f]xg g; s\$fl lj leGg gofFKlj lwsf]; fdfg vl/b ubf{afhkhqdf g}CofS6k6lga sf] Joj :yf ePh:t}tflnds[bbhf0{; f]; DKGg agfpg klz lfs klz l f0sf] (TOT) Joj :yfsf ; fy}Teaching Material klg pknAw u/fpg]; t\$z /Vg ; lS65 .

sf7df8f\$fl]s[bb]aG'aa/dxndf /x\$fl]tflnds[bb\$fl] hluuf tyf ejgxz tflnds[bbhf0{ckofl(t xB}u0/x\$fl]/ o; 7fpf0{tflnds[bb]Gf klg cGo ufxs ; jf; E ; DaGwt sfo\$z ug{pkoQm xg]ePsfntflnds[bbhf0{cGoq ; fg] ; f]sf]lj sf; e0/fv\$fl]5 / o; ; DaGwl sfo{d} cufl8 al9/x\$fl]5 . ca aGg]tflnds[bb]s:tf]xgk5{s}s:tf efl]ts ; lj wfoQm xgk5{To; sf nflu clloog xg'cfj Zos 5 . ca aGg]tflnds[bb]tflnd ; ~rfngsf nflu cfj Zos kg]s lffsf]f ; l]dgf/ xn, js{k tyf kof]uzfnfxz, xf]6h tyf SoflG6g, sd{f/l cfj f; , klz lfs cfj f; , v]hsb tyf dgf]-hg ej g, k':tsfno, vhf v]hsb d]fg cflb ; lj wfoQm xg'cfj Zos 5 .

gkfnf 0=; = !(!# df sf7df8f\$fl] klxnf] rflb 6]hknf] nfoG h8fg ePsf] / \$8{e]lG65 . em8}Ps ztflbsf]cGt/fndf w]}klj lwxz sf]lj sf; xB}uP / Obsolete ; d] xB}xfl cfhsf]l:yltdf cf0ku\$fl]5f} o; cj lwdf lj leGg klj lwdf cfwl/t eP/ kof]u ul/Psf pks/of tyf ; fdfgxz sf] ; u} u/l Pp6f /fli6a:t/sf] ; u}fno agfpg pkoQm xG5 . o; }u/l b'; ~rf/; DaGwl lj leGg k':ts tyf AofG8\cfp6x]sf] ; u}fnof0{ Joj:l:yt u/l /fli6a:t/sf]k':tsfno agfpg ; lS65 . o; f]ubf{gkfn 6]hsdsf sd{f/lxznf0{dfq ge0}gkfnf lj leGg lj Zj lj Bfnodf cWoog/t lj Bfyl{ tyf ko6s; d]nf0{o; n}cflif\$ ug{; S5 . o:tf]k':tsfno sfnfGt/; Dd b'; ~rf/; DaGwl cWoog cg'; Gwfgsf] /fli6a:t/sf] ; f]s[bb\$fl]z kdf lj sf; xB}hfg ; S5 . gkfn 6]hsdsf]j flif\$ cfosf]sxl kl]zt nufgl u/l o; k\$fl/sf /fli6a:t/sf] ; u}fno tyf k':tsfno / cGt/fli6a:t/sf] ; lj wfoQm tflnds[bb] agfpg gkfn 6]hsdsf] /fli6a tyf cGt/fli6a:t/df Voflt; d] j [4 e0{k]t:kwf(ds ahf/df cf]gfl]lj Zj ; glo ; jf lj :tf/ ug{; d] ; xof]u k]lg]b]V65 .

# z'esfdgf

wgaxfb/ lqvql  
; =n]c=  
b'; ~rf/ sfofho,w/fg

gkfnl hutdf rf]kn{lj sf; sf]kult / pGgltdf kfngr]f0sf]z kdf cfPsf ; xf/f ; dGgltdf nx/ 5fof]blgofdf ; ~rf/sf]oqtq ; j 6\$gr]h]l gofFgofF; lj wf / ; xlnot cGoq lnof]; #f/ e/sf]va/ cfbgk]fg ug]sfoGf sdz e0{Psdq eof]; yfut zksf]sfoGf ddf ; Def/ sfoGf h6l ; ~rf/ ; jf ; hfz ug] skg cfpq glb0{sdlsdhf]l x6f0{; ~rfng ug] kl/j tGzln ; #f/sf]gofFKlj lwdf cu]flz kdf lgod sfggsf]kfnq u/l ; bf ; j hf ; jf ug]hfzdf baf]tf x6f0{hfu/of huf0{hghlj gsf] ; j fdf /rgf]ds sfoGf gofF; jf pknAw u/fpg]b]zsf]6] fdf ; Af0f / ; j4Gsf]ef/ af\$fl b]z lj sf; u/fpg] rflnPsf]sbdnf0{g/f\$fl cu]fl eldsf lgj fx u/fpg] /Ofelddf k]h]em]u]fx ; j fdf klyldstf ; fy sfo{ug] sfxlFst}gcNdn0{hgtf hgfbGsf] ; j fdf nflukg] nflu/f]u]fx ; j fdf gd}f e0{; bafj kof]; fy lug{glbpmFdfg hdfg gk/f]nf]fnr / k]hf]gdf kyd j flif\$ pT; j df 6]hsdsf] kult pGgltsf] z'esfdgf .

## PSTN 6]hknf]df pknAw yk ; jfxz-

- !\_ nls<sup>a</sup> sf\$ lglzNs . nls<sup>a</sup> sf\$ lnPkI5 Originating Restriction, Abbreviated Dialing, Call Transfer, Busy Transfer, No Answer Transfer, Wake Up h:tf ; lj wfxz pke]u ug{; lS65 .
- @\_ Call Waiting / Conference Call (Three Party) ; lj wfxz lglzNs k]fg ul/Psf]5 .
- #\_ Home Meter : dfl; S z = @) .- dfq .
- \$\_ Caller ID : PS k6sdfq z = %) .-