



**SHARDA**  
UNIVERSITY  
*Beyond Boundaries*

## **Internal Quality Assurance Cell**

### **Capacity Building/Training Programme**

**Mastering the Art of Communication Skills in Workplace  
and  
Stress Management**

**4<sup>th</sup> January 2021**

**Venue: Old VC Board Room 003, Block III, Sharda  
University**

# Programme, Objective, Convener, Coordinator and Speaker



**Event** – Capacity Building/Training Program for  
Inter Hostel Administration Staff (Hostel Warden and Manager)

**Organizer** – Internal Quality Assurance Cell (IQAC)

**Title** - Mastering the Art of Communication Skills in Workplace  
and Stress Management

**Associated Department** – Sharda Skills,  
Sharda University

**Event Date** – 4<sup>TH</sup> January 2021

**Duration** – Full Day

**Number of Participants** - 15

## Objectives of Event:

- To ensure that Inter Hostel Administration staff be more friendly and empathetic towards the students from various nationalities and mindsets.
- To ensure a peaceful environment for students from different parts of the country, conducive to living together harmoniously and nurturing friendly relationships.
- To enable participants to improve the satisfaction of the hostellers through effective counseling and guidance whenever required.
- To ensure that the hostel environment positively affects students' academic performance.
- Help the IHA staff to overcome the stress caused due to global crises and have healthy work life balance

### Convener:

Prof. J. Girish, Director IQAC  
Mr. Dheeraj Sharma, Sharda Skills

### Coordinators:

Mr. Firoz Khan, IQAC

### Speaker/ Resource Person:

Ms. Shalini Anand, Sharda Skills  
Mr. Prasenjit Sinha, Sharda Skills

# Training Programme (Module and Methodology)

S.No	Module	Methodology
1	Introduction   Ice Breaker   Group Discussion   Context Setting	Activity & Discussion   Instructor Led   Learnings from the "Human Rope" Activity
2	The Possibility Scanner - Conceive, Believe, Achieve - Michael Jordan T-Shirt Story	Discussion   Experience Sharing   Presentation Based   Instructor Led
4	Feeling the "Pulse" - Understanding the Needs   Interests   Concerns   Expectations of Students and Other Stakeholders	NICE Analysis Video   De Brief   Splinter Group Discussion Activity   Instructor Led
5	Delivering the Total Care Experience - How? ( Connect with Students, Staff, Management   Stakeholders   Provide Service  Build Relationships) Importance of Communication   7 C(s) of Communication   STAR and the P RIDE Model of Communication	Activity & Discussion   Experience Sharing   Case Studies   Videos   Role Plays
6	What is Attitude - What is Your Service Attitude - Share Your Best   Worst Attitude Story   Building a Positive Outlook and Attitude   How to Display the Service Attitude at Workplace. How does this impact and influence behavior	Video   PPT   Instructor Led   Group Discussion
7	Connect, Convey Convince   3C Model	Group Discussion   Experience sharing   Facilitator and Instructor led sessions
8	Understanding Ownership   Accountability   Responsibility   Initiative	Video   PPT   Instructor Led   Group Discussion   Storyboarding
9	Taking The H.E.A.T - Hear   Empathize   Apologize   Take Action	PPT Led Sessions   Role Plays
10	Understanding Stress and Stressors - How Can they be Managed - Lessons from Bhagawad Geeta	Video Based   Instructor Led   Experience Sharing

# Training Programme (Module and Methodology)

S.No	Module	Methodology
11	EVENT + RESPONSE = OUTCOME	Concept Discussion   Experience Sharing   Instructor Led Facilitation
12	The Art of Probing - Probing Pays ( How To Extract Meaningful and Critical Information to help better )	Concept Discussion   Experience Sharing   Instructor Led Facilitation   Role Plays
13	When You HEAR, Do You LISTEN?   Listening Skills   LACE - Listen, Acknowledge, Clarify and Explain	Concept Discussion   Experience Sharing   Instructor Led Facilitation
14	Rapport Building - Seek to UNDERSTAND first and then to be UNDERSTOOD	Concept Discussion   Experience Sharing   Instructor Led Facilitation
15	Do You INFORM? Or Do You INVOLVE! ( Your Peers, Staff, Management, Students)	Concept Discussion   Experience Sharing   Instructor Led Facilitation
16	COMPLAINT is a GIFT! CATCH it - Behaviour Service is NOT a Matter of ART!.....it is a Matter of HEART   Communication VS COMMUNICATION	Concept Discussion   Experience Sharing   Instructor Led Facilitation
17	Empathy VS Sympathy	Case Studies   Role Plays   Videos

Excellent



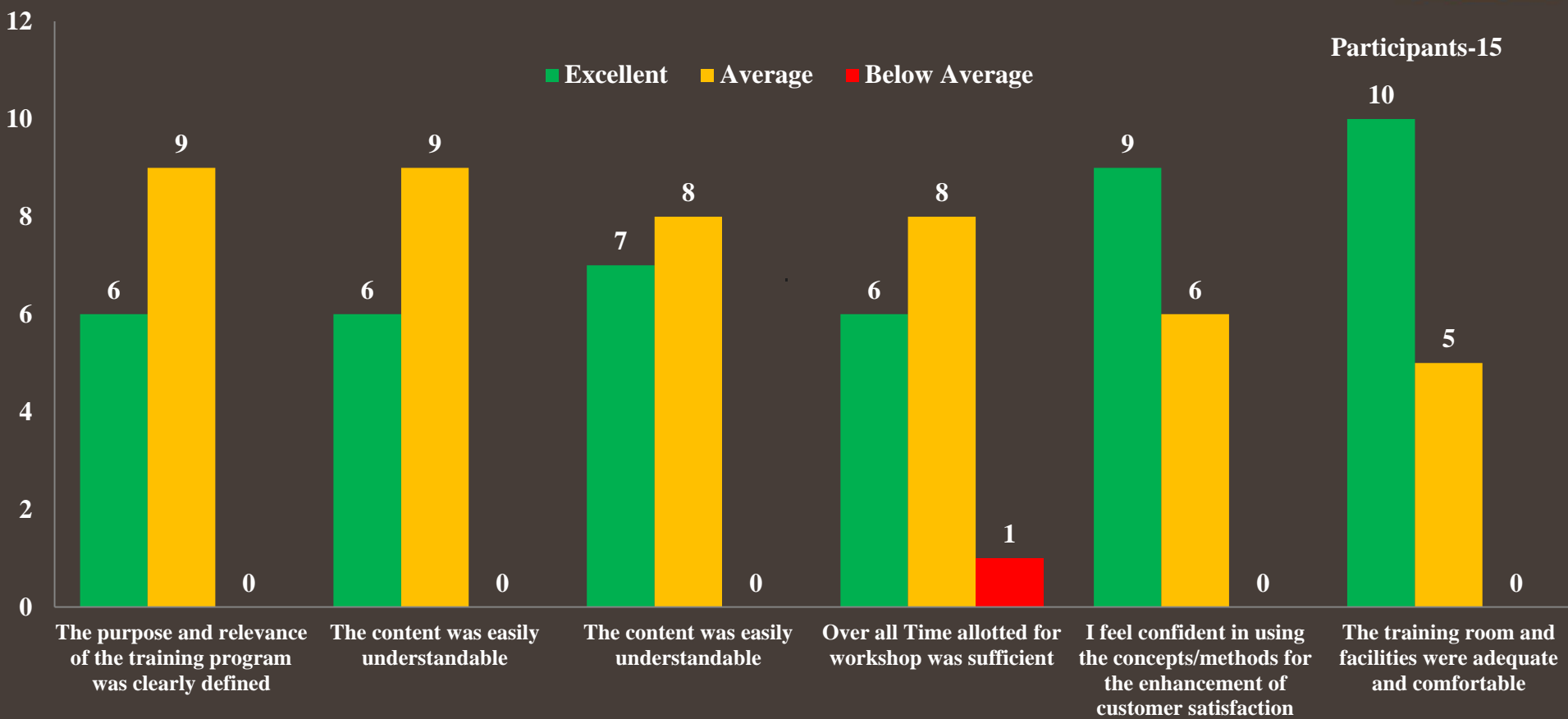
Average



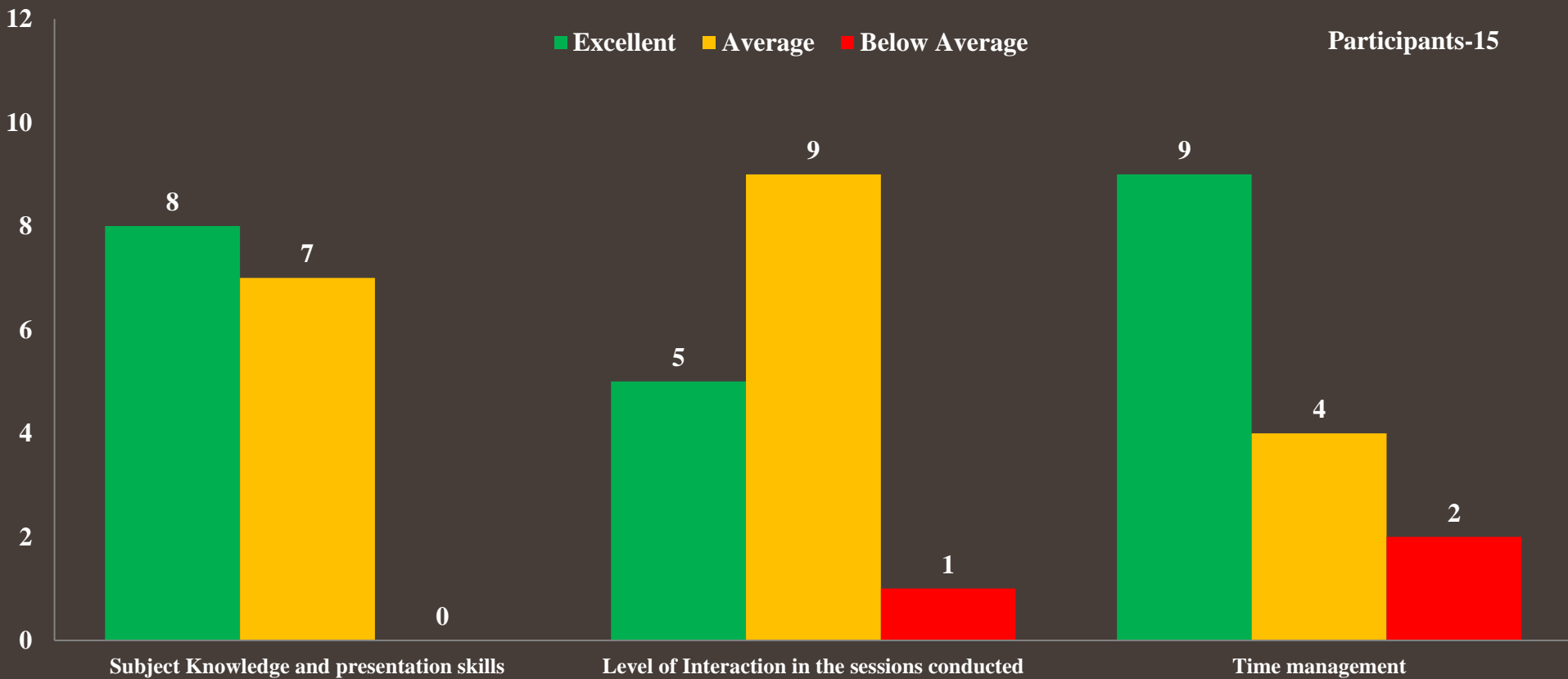
Below Average



# Likert Scale Graph (For Overall Training)



*Likert Scale Graph (For Resource Person)*



## *Comments and Suggestion (Given by Participants)*

- ❖ Really a good effort by team, but it should be conduct twice in a year.
- ❖ Good work done by Mr. Prasenjit Sinha and Ms. Shalini Mam of Sharda Skills.
- ❖ Meeting is held in healthy atmosphere.
- ❖ This type of program should be conducted twice in year.
- ❖ Excellent presentation and very friendly approach, helps us to vent out our stress, if any.
- ❖ The content can be more specific. In the training more example for stress management can added.
- ❖ The time should of half day. Either forenoon or afternoon that can be extend for two days if requi  
ired.



# Participants (Attendance Sheet)



**SHARDA**  
UNIVERSITY  
Beyond Boundaries

Training Session on "Mastering the Art of Communication Skills in Work Place and Stress Management"

Organised by IQAC with Sharda Skill

Timing - 9:30am to 4:00pm (1st shift)

Date-04/01/2021

Sr. No	Name of Participants	Hostel's Name	Designation	Contact No & Email ID	Signature
1	Shilpi Bector	Indira Hostel	Asst Manager	8826998029	Shilpi Bector
2	Shalee Sharma	Indira Hostel	A-Warden	8126797662	Shalee Sharma
3	Kamlesh Bhatt	Mandela Boys	A/Warden	97802-62353	K Bhatt
4	MUKUL PATHAK	Jawahar Hostel	A-warden	8800686678	mukul pathak
5	Anil Kumar	Mandela Boys	Asst. Warden	8800998851	Anil Kumar
6	Akhilesh Singh	Mandela Boys	Asst. Warden	8800998850	A-Singh
7	Shankar S. Singh	Tagore Hostel	Asst. Warden	8800558856	Shankar S. Singh
8	Pratik Kumar Mishra	Vivekananda	Asst. Warden	9411201210	Pratik Kumar Mishra
9	Anam K. Purohit	Vivekananda	Asst. Warden	7902967222	Anam K. Purohit
10	Shalee Madan	Sanjivini Hostel	Warden	8826798021	Shalee Madan
11	Rakesh Jadhav	Tagore Hostel	Warden	88444009788	Rakesh Jadhav
12	Apka Singh	Kashyap Hostel	Asst. Warden	8800998968	Apka Singh
13	POORVA PATHAK	Mandela Girls	Hostel Manager	8800998963	Poorva Pathak
14	Savita Srivastava	Mandela G	Warden	9315297474	Savita Srivastava
15	Savita Chandra	Indira	Warden	9311544388	Savita Chandra
16					
17					
18					
19					
20					

Training Session on "Mastering the Art of Communication Skills in Work Place and Stress Management"

Organised by IQAC with Sharda Skill

Timing - 9:30am to 4:00pm (2nd Shift)

Date-04/01/2021

Sr. No	Name of Participants	Hostel's Name	Designation	Contact No & Email ID	Signature
1	Shilpi Bector	Indira Hostel	Asst. Manager	8826998029	Shilpi Bector
2	Shalee Sharma	Indira Hostel	A-Warden	8126797662	Shalee Sharma
3	Kamlesh Bhatt	Mandela Boys	A/Warden	97802-62353	K Bhatt
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5	Anil Kumar	Mandela Boys	Asst. Warden	8800998851	Anil Kumar
6	Akhilesh Singh	Mandela Boys	Asst. Warden	8800998850	A-Singh
7	Shankar S. Singh	Tagore Hostel	Asst. Warden	8800998856	Shankar S. Singh
8	Pratik Kumar Mishra	Vivekananda	Asst. Warden	9411201210	Pratik Kumar Mishra
9	Anam K. Purohit	Vivekananda	Asst. Warden	7902967222	Anam K. Purohit
10	Shalee Madan	Sanjivini Hostel	Warden	8826798021	Shalee Madan
11	Rakesh Jadhav	Tagore Hostel	Warden	88444009788	Rakesh Jadhav
12	Apka Singh	Kashyap Hostel	Asst. Warden	8800998968	Apka Singh
13	POORVA PATHAK	Mandela Girls	Hostel Manager	8800998963	Poorva Pathak
14	Savita Chandra	Indira Hostel	Warden	9311544388	Savita Chandra
15					
16					
17					
18					
19					
20					







# Questionnaire (Online Feedback From)



## Feedback Form

Capacity Building/Training Program on  
" Mastering the Art of Communication Skills in Work Place and Stress Management"

\* Required

Email address \*

Your email

Employee Name (Include Mrs/Mr.) \*

Your answer

Hostel Name \*

Choose

Mobile No \*

Your answer

Next

Please select the appropriate option for the following statements \*

	Excellent	Average	Below Average
The purpose and relevan...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The content was easily u...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The content was easily u...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over all Time allotted for ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel confident in using t...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The training room and fa...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For Resource Person/Speaker \*

	Excellent	Average	Below Average
Subject Knowledge and ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of Interaction in th...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments/Expectation/Suggestions (if any)

Long answer text

# CERTIFICATE

## Of Participation

Name \_\_\_\_\_

has participated in **capacity building/training program** on **"Mastering the Art of Communication Skills in Workplace and Stress Management"**, organized by Internal Quality Assurance Cell, and Sharda Skills at Sharda University, Greater Noida, 4th January, 2021

**Prof. (Dr.) J. Girish**  
*Director, IQAC  
Sharda University*

**Mr. Dheeraj Sharma**  
*Director, Sharda Skill  
Sharda University*



THANKS