

# **Internal Quality Assurance Cell**

## **Capacity Building/Training Programme**

Mastering the Art of Communication Skills in Workplace and Stress Management

4th January 2021

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

Plot No. 3 Greater Noice

#### Programme, Objective, Convener, Coordinator and Speaker



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

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

Organizer -- Internal Quality Assurance Cell (IQAC)

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 IOAC Mr. Dheeraj Sharma, Sharda Skills Coordinators:

Skills
Internal Quality Assurance Cell (IQAC)Mr. Firoz Khan, IQAC

Speaker/ Resource Person: Ms. Shalini Anand, Sharda Skills Mr. Prasenjit Sinha, Sharda Skills

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#### 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 Stakehol ders	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 PRIDE 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 Out look and Attitude   How to Display the Service Attitude at Workplace. How does this impact and influence behaviour	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

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# 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 COMM you NICATION	Concept Discussion   Experience Sharing   Instructor Led Facilitation
17	Empathy VS Sympathy	Case Studies   Role Plays   Videos

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#### Criteria for Evaluation



Excellent







Below Average

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#### Likert Scale Graph (For Overall Training)

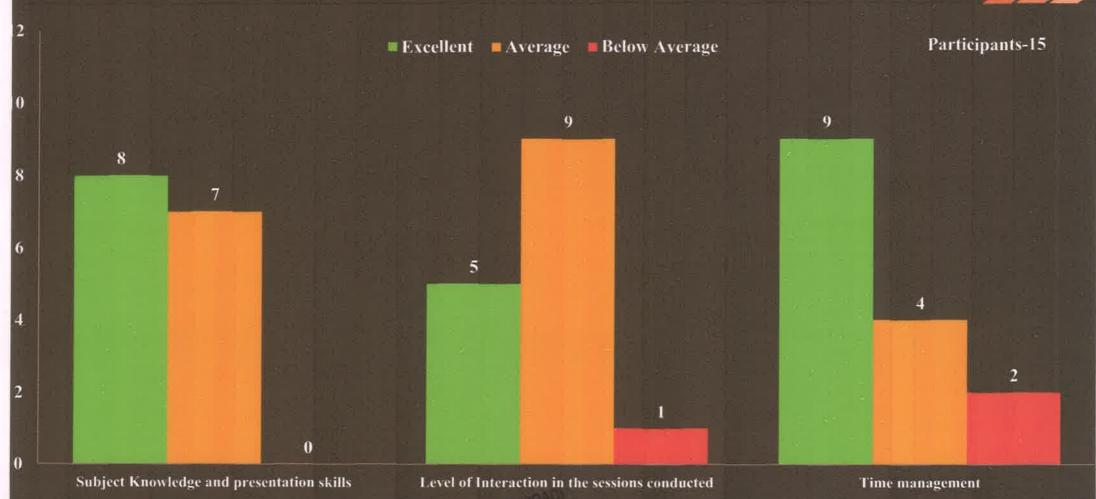


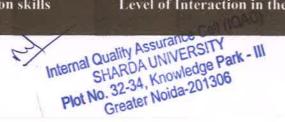


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## Likert Scale Graph (For Resource Person)



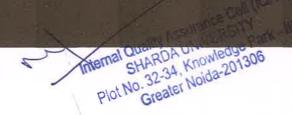




#### Comments and Suggestion (Given by Participants)



- 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 dded.
- ❖ The time should of half day. Either forenoon or afternoon that can be extend for two days if required.



#### Participants (Attendance Sheet)



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

Organised by IQAC with Sharda Skill

Timing - 9130nm to 4:00pm (4. 544)					
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Training Session on "Mastering the Art of Communication Skills in Work Place and Stress Management"

Organised by IQAC with Sharda Skill

	Timing - 9:30nm to 4:00pm (2nd Shift) Date-04/01/2021							
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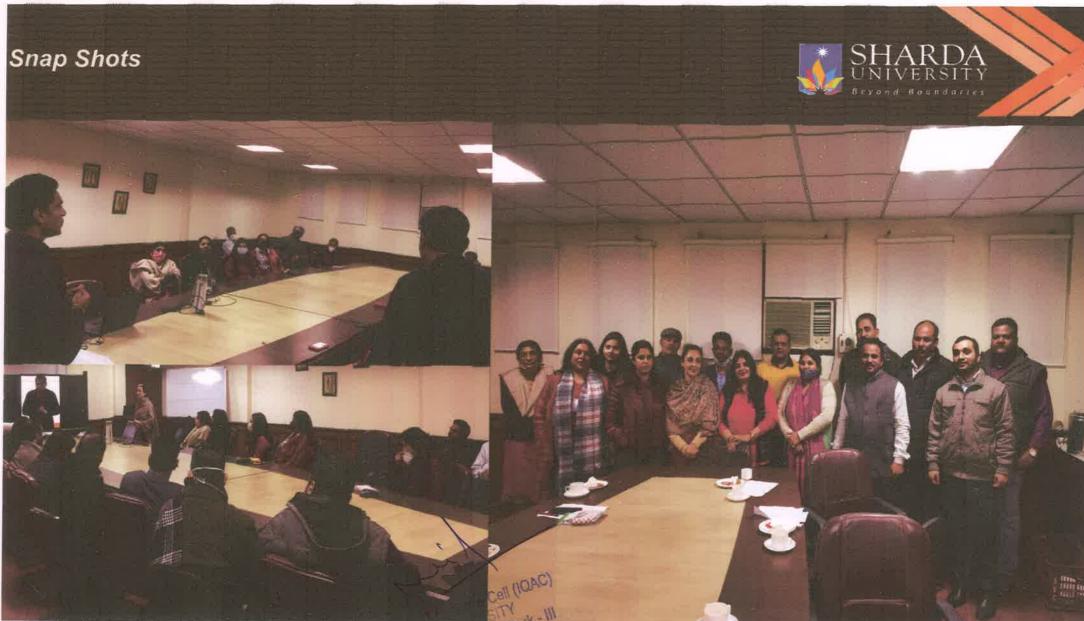
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# Questionnaire (Online Feedback From)



Feedback Form	Please select the appropriate option for the following statements				
Capacity Building/Training Program on * Mastering the Art of Communication Skills in Work Place and Stress Management*		Excellent	Average	Below Average	
* Required	The purpose and relevan	0	0	Ø	
	The content was easily u	0		0	
Email address	The content was easily u	0		0	
Your email	Over all Time allotted for	0	0	0	
	I feel confident in using t	0	0	0.	
Employee Name (Include Mrs/Mr.) <sup>4</sup>	The training room and fa	0	0	0	
Your answer	,t				
	For Resource Person/Speaker *				
Höstel Name *		Excellent	Average	Below Average	
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Choose —	Level of Interaction in th	0			
	Time management	0	0	0	
Mobile No.					
Your answer	Comments/Expectation/Suggestion	s (if any)			
	Long answer text				
Next	Long answer text				
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Certificate Issued (Format)



# 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 S harda 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

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