



SHARDA
UNIVERSITY
Beyond Boundaries

Internal Quality Assurance Cell

Capacity Building/Training Programme

Mastering the Art of Communication Skills in Workplace
and
Stress Management

4th January 2021

[Signature]
Internal Quality Assurance Cell (IQAC)
SHARDA UNIVERSITY
Plot No. 32/34, Knowledge Park - III
Greater Noida-201306

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

4

Programme, Objective, Convener, Coordinator and Speaker



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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 – 4TH 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


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Training Programme (Module and Methodology)



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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)



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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

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Criteria for Evaluation



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Excellent



Average



Below Average



Likert Scale Graph (For Overall Training)



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Likert Scale Graph (For Resource Person)



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Participants-15



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Comments and Suggestion (Given by Participants)



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- ❖ 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 required.

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Participants (Attendance Sheet)



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

Date-04/01/2021

Sr. No	Name of Participants	Hostel's Name	Designation	Contact No & Email ID	Signature
1	Shilpa Dixit	Indira Hostel	Asst Manager	8826998029	Shilpa
2	Shalu Sharma	Indira Hostel	A Warden	8126797662	Shalu
3	Kamlesh Khatt	Mandela Hostel	A/Warden	97802-62353	K. Khatt
4	Mukul Pathak	Jawahar Hostel	A. warden	8800686678	mukul
5	Anil Kumar	Mandela Hostel	Asst. Manager	8800998851	Anil
6	Akhil Singh	Mandela Hostel	Asst. Manager	8800998850	A. Singh
7	Shankar S. Singh	Tagore Hostel	Asst. Manager	8800998896	Shankar
8	Preetam Kumar	Vivekananda Hostel	Asst. Manager	9411201210	Preetam
9	Anamika Prasad	Vivekananda Hostel	Asst. Manager	7900902222	Anamika
10	Shalu Madan	Tagore Hostel	Warden	8826798021	Shalu
11	Rakesh Jais	Tagore Hostel	Warden	8844400770	Rakesh
12	Apka Singh	Kasturba Hostel	Asst. Manager	8800998968	Apka
13	POORVA PATHAK	Mandela Hostel	Asst. Manager	8800998963	Poorva
14	Savita Srivastava	Mandela Hostel	Warden	9315297474	Savita
15	Sanku Chandra	Indira Hostel	Warden	9311544288	Sanku
16					
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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 - 9:30am to 4:00pm (2nd Shift)

Date-04/01/2021

Sr. No	Name of Participants	Hostel's Name	Designation	Contact No & Email ID	Signature
1	Shilpa Dixit	Indira Hostel	Asst Manager	8826998029	Shilpa
2	Shalu Sharma	Indira Hostel	A Warden	8126797662	Shalu
3	Kamlesh Khatt	Mandela Hostel	A/Warden	97802-62353	K. Khatt
4	Mukul Pathak	Jawahar Hostel	A. warden	8800686678	mukul
5	Anil Kumar	Mandela Hostel	Asst. Manager	8800998851	Anil
6	Akhil Singh	Mandela Hostel	Asst. Manager	8800998850	A. Singh
7	Shankar S. Singh	Tagore Hostel	Asst. Manager	8800998896	Shankar
8	Preetam Kumar	Vivekananda Hostel	Asst. Manager	9411201210	Preetam
9	Anamika Prasad	Vivekananda Hostel	Asst. Manager	7900902222	Anamika
10	Shalu Madan	Tagore Hostel	Warden	8826798021	Shalu
11	Rakesh Jais	Tagore Hostel	Warden	8844400770	Rakesh
12	Apka Singh	Kasturba Hostel	Asst. Manager	8800998968	Apka
13	POORVA PATHAK	Mandela Hostel	Asst. Manager	8800998963	Poorva
14	Savita Srivastava	Mandela Hostel	Warden	9315297474	Savita
15	Sanku Chandra	Indira Hostel	Warden	9311544288	Sanku
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Snap Shots



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Snap Shots



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Questionnaire (Online Feedback From)



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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

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Certificate Issued (Format)



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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*

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THANKS


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