

Capacity Building/Training
Program

Soft Skills and Effective Communication

Internal Quality Assurance Cell

1st February 2020

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

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

Organizer – Internal Quality Assurance Cell (IQACSU)

Associated Department – Skill Development Sharda University

Title - Soft Skills and Effective Communication

Event Date – 1st February 2020

Duration – Full Day

Number of Participants - 20

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.

Convener:

Prof. V.P.S. Arora Director IQAC

Coordinators:

Dr. Pallavai Sharma, Firoz Khan

Speaker/ Resource Person:

Ms. Divya Kapoor, Sharda Skills

Training Program

Program - ("इंद्रधनुष") Soft Skills and Effective Communication

S.No	Module	Methodology
1	Introduction Ice Breaker Activity "The Human Rope" De Brief of Activity and Group Discussion Context Setting	Activity & Discussion Instructor Led Learnings from the "Human Rope" Activity
2	Perception is Reality - What Students Staff Management Others Perceive About SHARDA Wardens	Discussion Experience Sharing Presentation Based Instructor Led
3	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
4	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
5	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 behaviour	Video PPT Instructor Led Group Discussion
6	For the Students YOU are SHARDA University - Moment of Truth - How? How MOT(s) make and Break Perceptions	Group Discussion Experience sharing Facilitator and Instructor led sessions
7	Understanding Ownership Accountability Responsibility Initiative	Video PPT Instructor Led Group Discussion Storyboarding
8	Taking The H.E.A.T - Hear Empathize Apologize Take Action	PPT Led Sessions Role Plays
9	Connect - Convey - Convince - Learn The Art of Connecting, Conveying and Convincing	Video Based Instructor Led Experience Sharing

Training Program

Program - ("इंद्रधनुष") Soft Skills and Effective Communication

S.No.	Module	Methodology
10	When You HEAR, Do You LISTEN? Listening Skills LACE - Listen, Acknowledge, Clarify and Explain	Concept Discussion Experience Sharing Instructor Led Facilitation
11	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
12	When You HEAR, Do You LISTEN? Listening Skills LACE - Listen, Acknowledge, Clarify and Explain	Concept Discussion Experience Sharing Instructor Led Facilitation
13	Rapport Building - Seek to UNDERSTAND first and then to be UNDERSTOOD	Concept Discussion Experience Sharing Instructor Led Facilitation
14	Do You INFORM? Or Do You INVOLVE! (Your Peers, Staff, Management, Students)	Concept Discussion Experience Sharing Instructor Led Facilitation
15	COMPLAINT is a GIFT! CATCH it - Behaviour Service is NOT a Matter of ART!.....it is a Matter of HEART	Concept Discussion Experience Sharing Instructor Led Facilitation
16	Empathy VS Sympathy	Case Studies Role Plays Videos
17	Recap Summary Closing	Instructor Led

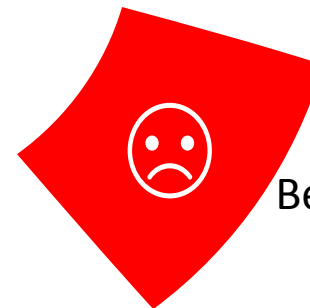
Excellent



Average

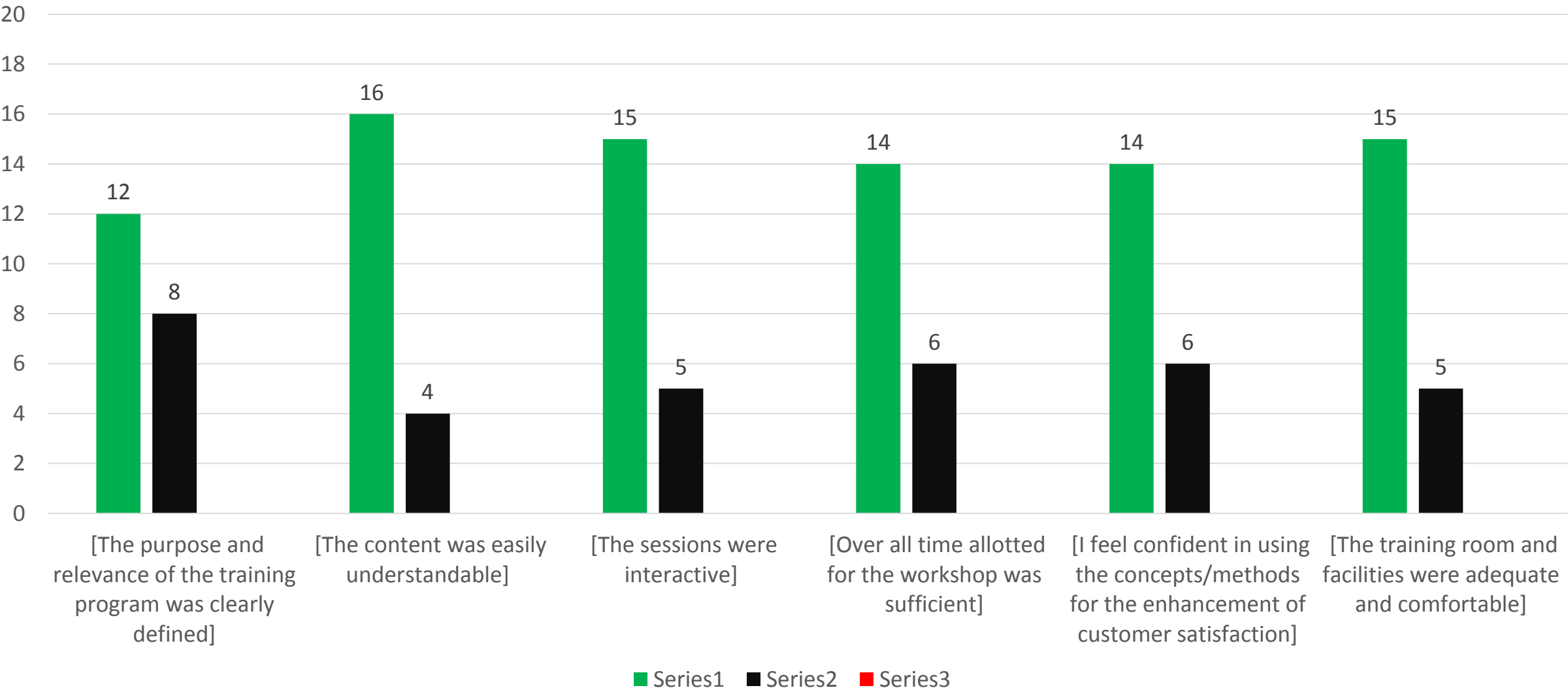


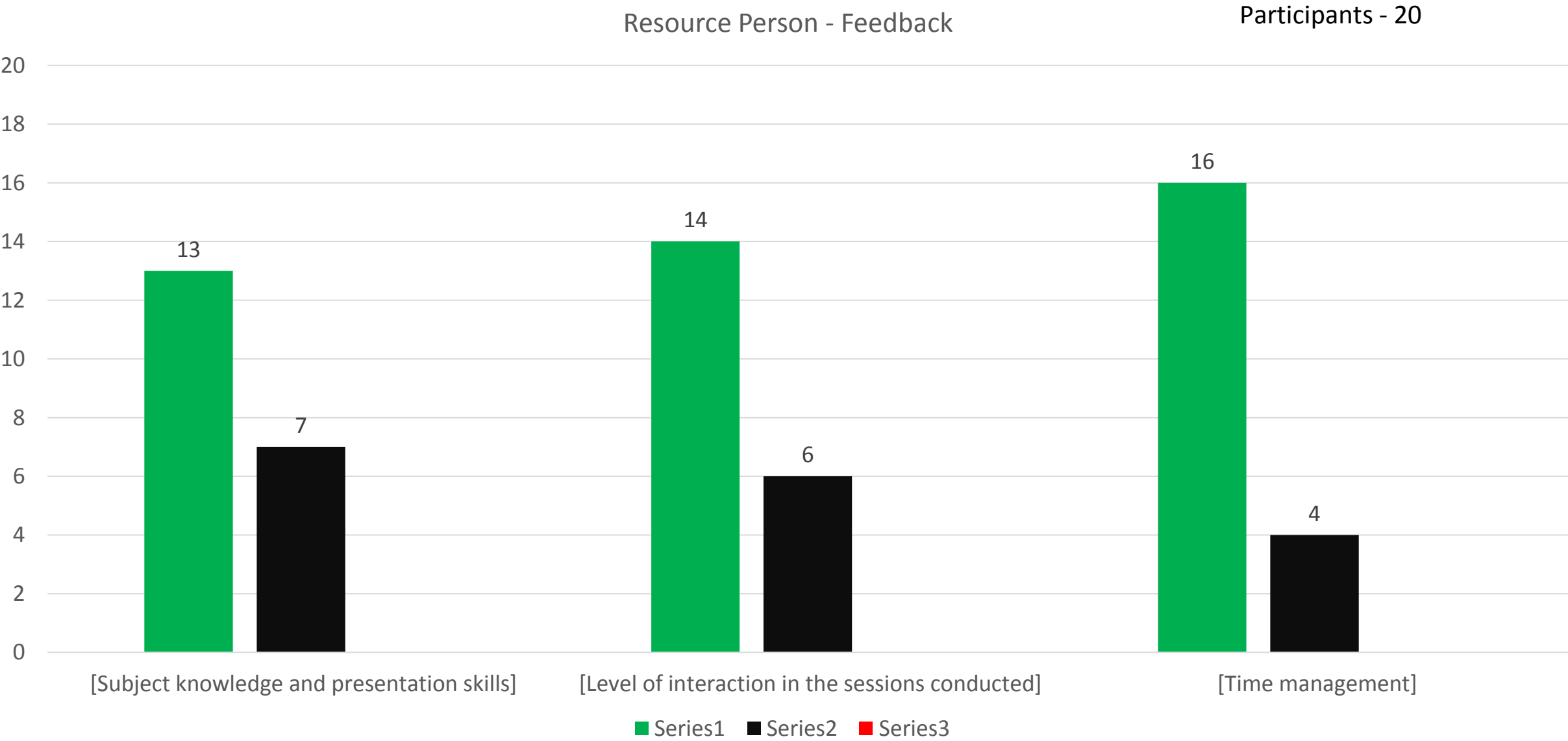
Below Average



Capacity Building/Training Program - Feedback

Participants - 20





- Such training program should be conducted every quarter.
- Training programme was well organised, I hope this kind of training session should be conducted on Quarterly basis, rather than once in a year (If possible). It will enhance the performance and overall skills of each employee attending the training.
- Training should have more games
- Workshop was very learning and inspiring. It's my humble suggestion that this type of workshop should be conducted on quarterly basis.
- This training was very useful, innovative and motivating. Request management to conduct such trainings atleast twice a year. Thank you team for refreshing our minds with a wonderful session.
- Provide this objective type training after every three or four months
- This type of training should be done four times a year.
- This type of training should be done two times a year.
- This meeting should be held every month.
- Inspired to work together without discrimination. Such meetings should be held from time to time for motivation.
- There should some activity session between inter department to increase the working bonding.
- This type of workshop helps us a lot so it should be conduct regularly. Great job done by Divya mam.
- In my opinion training programme was good attempt to teach all wardens the aspects of many types of situations.

Training Programme - Soft Skills and Effective Communication

Organised by IQAC, Sharda University

Session-I / II

Date:-1/02/2020

Sr. No	Name of Participants	Designation	Email-ID	Contact No	Signature
1	Ms. Saanika Shivanshi	Warden	saanika.1@gmail.com	9268265122	1/2/20
2	Pranika Lal	Hostel Manager	pranika.1@sharda.ac.in	9990386270	1/2/20
3	Santa Chandra	Hostel Warden	Santa.Chandra@sharda.ac.in	931544288	1/2/20
4	Savita Srivastava	Warden	savita.srivastava1@sharda.ac.in	9315297474	1/2/20
5	Alka Singh	Asst. Warden	alka.singh@sharda.ac.in	8800998968	1/2/20
6	Shalu Madan	Warden	shalu.madan@sharda.ac.in	8826998031	1/2/20
7	Shama Praveen	Executive Assistant	Shama.Praveen@sharda.ac.in	9971910290	1/2/20
8	S.S. Singh	Asst. Warden	S.S.Singh@sharda.ac.in	8800998968	1/2/20
9	Akhil Singh	Asst. Warden	akhil.singh@sharda.ac.in	8800998950	1/2/20
10	Pratibha	Ex. Asst.	PRITAJ.MISHRA@SHARDA	9354461221	1/2/20
11	Anurag Kumar	Asst. Warden	anurag.kumar@sharda.ac.in	7900907222	1/2/20
12	Gaurav Kumar	Manager	gaurav.kumar@sharda.ac.in	8755103409	1/2/20
13	Arvind Kumar	Executive Asst	Arvind.Kumar@sharda.ac.in	9988087843	1/2/20
14	Kaushal Sharma	Manager	Kaushal.Sharma@sharda.ac.in	8126940182	1/2/20
15	Kamlesh Bhatt	Asst. Warden	Kamlesh.bhatt@sharda.ac.in	9780262353	1/2/20
16	Rakesh Jaiswal	Warden	Rakesh.Jaiswal@sharda.ac.in	9213030190	1/2/20
17	Shilpi Saxena	Asst. Manager	Shilpi.Saxena@sharda.ac.in	9213030190	1/2/20
18	Shalu Sharma	Asst. Warden	Shalu.Sharma@sharda.ac.in	9213030190	1/2/20
19	Anita	Manager	Anita.10@sharda.ac.in	9205573115	1/2/20
20	Alka Singh	Asst. Warden	Alka.Singh@sharda.ac.in	8800998968	1/2/20

Alka.Singh@sharda.ac.in

Anil Shishodia Warden ak.shishodia@sharda.ac.in

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21					





Thanks