



Internal Quality Assurance Cell

17 November 2018 & 16 January 2019

Venue: Old VC Board Room 003, Block III. Training Program

Customer Service Excellence

Internal Quality Assurance Call (IQAC)
SHARDA UNIVERSITY
Plot No. 22-34, Krowledge Park - III
Greater Noids-201306

Program, Speakers and Participants





Internal Quality Assurance Cell (IQAC) in association with Organizational Development Team -Sharda Skills have organized a two-day training program for Support Team of IHA on 17/11/2018 and 16/01/2019.

Objective of Event:

Objective of this training program is to cover the customer satisfaction management fundamentals, the moment of truth theory and understand the service competencies so that the participants can improve customer satisfaction.

Convener:

Prof. R.M.Mehra

Coordinators:

Suman Lata Firoz Khan

Speakers:

Ms. Sujatha Singh

Ms. Divya Kapoor



Topic (Day - 1, 17 November 2018)







Topic (Day - 2, 16 January 2019)







Program Schedule (Day – 1, 17 November 2018)





S.n 0.	Торіс	Methodology	-Derived Learning	Duratio n (mins)
1	Introduction & Mapping expectations	 Interactive discussion Sharing information on participant and SU expectations Kinesthetic activity 	 Getting to know each other & understanding three takeaways from the session Sharing of the coverage & the Methodology 2 circle introduction game 	60
2	Service Fundamentals	Interactive DiscussionGroup work& debrief	 What is service in the IHA? Who is our Customer? What does the client/customer want from IHA? What skills make an effective Service Provider? What are you teams strengths w.r.t skills needed? 	90
3	Client Management Fundamentals	 Use of an Activity & Debrief Interactive discussion/role play Use of PPT& workbook 	 Importance of Client engagement Importance of setting & meeting expectations Using skills for better brand building Readiness to change Moments Of Truth case study and debrief 	120
4	Service Competencies (Focus on WIN WIN Communication)	 Self-assessment Debrief and action plan Interactive discussion/ situation based role play 	 Understanding the communication competency & its usage Understanding the different styles of communication Flexing between different styles based on need of the hour Understanding impact on styles based on culture / global context Impact of Listening Internal Quality SHARDA UNIVERSITY Plot No. 32-34, Knowledge Park - III 	90

Program Schedule (Day - 2, 16 January 2019)





S.n 0,	Торіс	Methodology	Derived Learning	Duratio n (mins)
5	Service Competencies (Focus on Impression building & Team work)	 Interactive discussion, Activity Debrief of the activity Video clip Analysis(In pursuit /of happiness) Use of PPT 	 Ability to build the Brand of SU Personal Grooming Ability to Plan & anticipate hurdles in the path of service keeping the global context Need for Persuasion – Essentials & Pitfalls Building rapport/relationship building 	120
6	Service Competencies (Positive Influencing)	Interactive discussionRole Plays& AnalysisUse of PPT	 PUSH Vs PULL Styles Practicing the Art of Saying No 	120
7	Conflict Management	Interactive discussionsUse of PPTGroup work	 7 choices to make in Conflict Management FIERCE Model of Conflict Management Building partners & advocates for future 	120
8	Personal Action Plan	 Guided Action Planning Sharing of committed plan 	• Individuals to draw out their action plans to be implemented Internal Quality Assurance Cell (IQAC) SHARDA UNIVERSITY	30
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Criteria for Evaluation



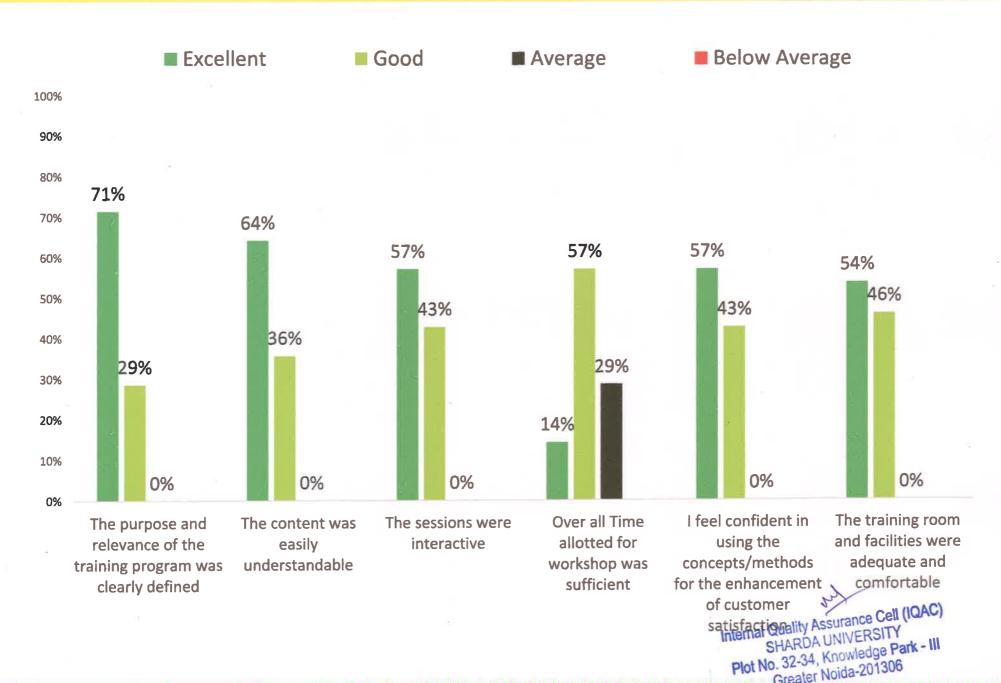




Likert Scale Graph (Day - 1, 17 November 2018)

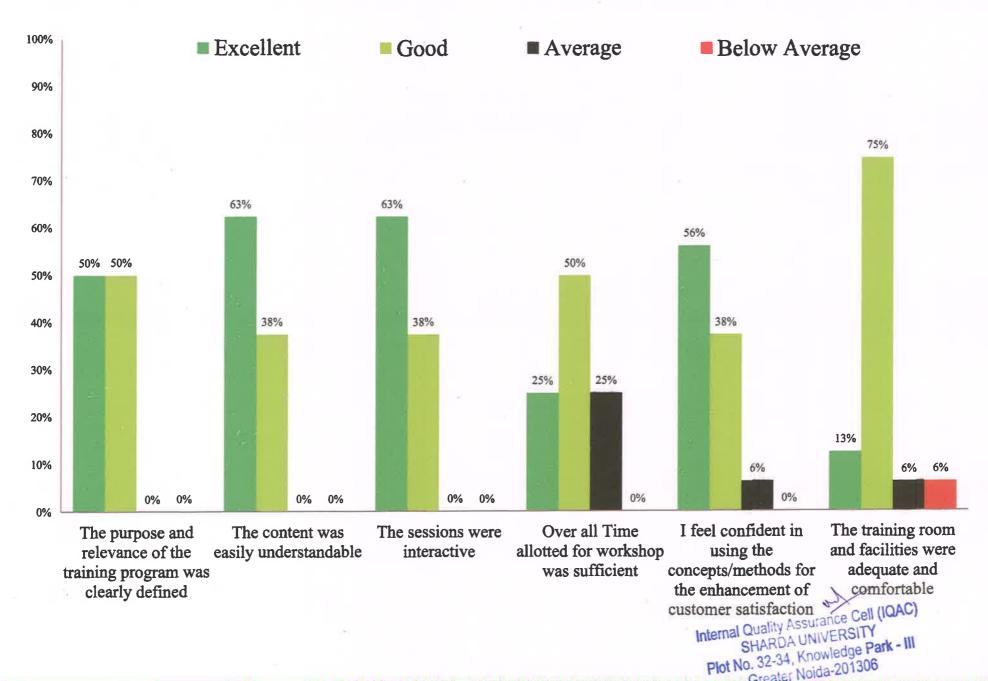






Likert Scale Graph (Day - 2, 16 January 2019)

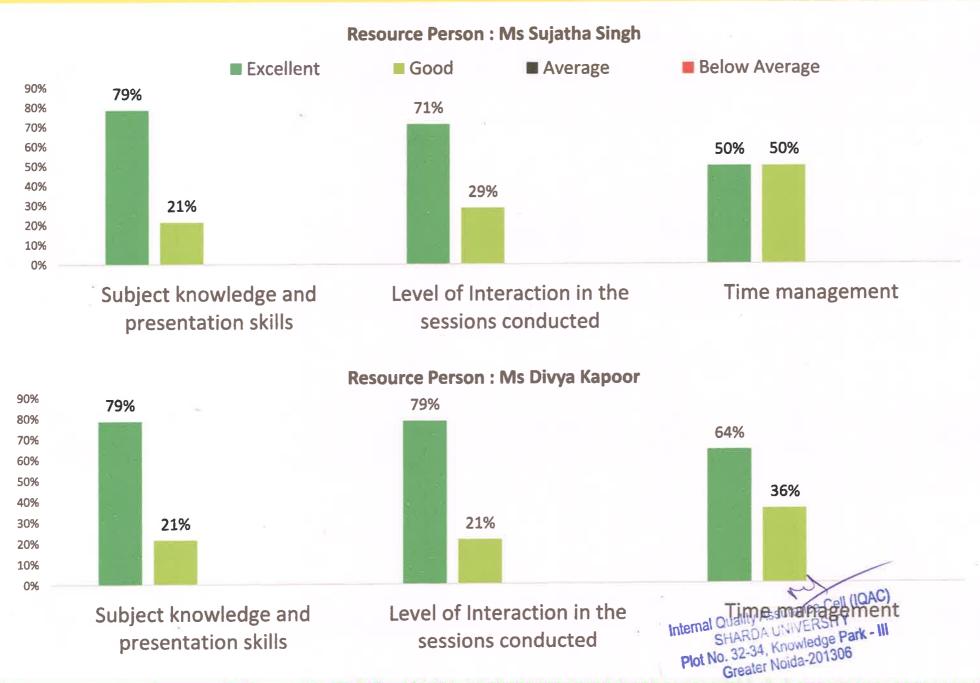




Likert Scale Graph (Day - 1, 17 November 2018)



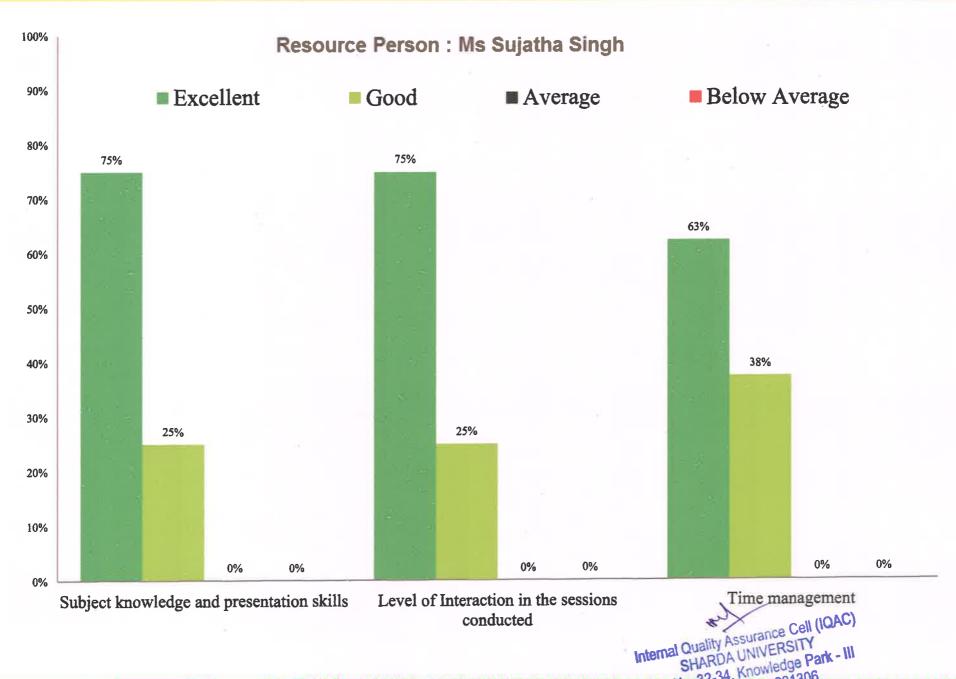




Likert Scale Graph (Day - 2, 16 January 2019)





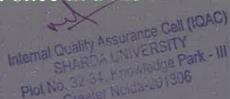


Comments / Suggestion (Day - 1, 17 November 2018)





- The sessions was very useful for University growth and as well as personal growth. I am very grateful of Prof Divya & Sujatha Singh
- This session is very useful for every person
- Love this session frequently It i0s excellent,5 It's a stress buster session.
- Very good and informative session and was excellent experience to go through this session. Definitely gave us a solution to our unsorted issues. I loved to play toy of war game, bought all IHA team on same platform
- This workshop is excellent, help me to bring a new ideas, both are a very good counsellor.
- Request to increase the session
- This type of training program should be regularly
- This sessions is interactive and useful
- The program was very good and going to be beneficial in our students handling. Such
 program should be conducted regularly.
- Please apply our suggestion ASAP. Thanks for such a wonderful interaction session
- Very good thanks for all suggestions and information
- This type of program/session should be conducted at least once in a month



Comments / Suggestion (Day - 2, 16 January 2019)





- Very good training program was conducted.
- We need support from all the department to run the hostel in a fair atmosphere.
- The session is good to improve our self
- Overall the session was very helpful. Should have such session at least twice a year
- Very good workshop, new ideas are resolutions for the difficulties.
- Understand our challenges, visit our hostel and understand what we face 24*7.
 don't judge us on the basis of a single paper.
- This type of training program should be conducted once in a year

Internal Quality Assurance Cell (IQAC SHARDA UNIVERSITY Plot No. 32-34, Knowledge Park - III Greater Norda-201306

Participants (Day - 1, 17 November 2018):





Date:-17/11/2018

Training Programme for Customer Services Excellence for IHA Organised by IQAC, Sharda University

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)	Mr. Guishan Bharti	Assrt Warden, Mandela Boys	guisting bharts of shards ac m	7988475752	Julahan
4	Ms. Usha Nar	Warden, Mandela Girbi	usha manifeharda ac m	9999364552	uma
3	Ms. Savita Seivantava	Warden, Maodels Onls	eastin sits astes a disharda ac io	8448198393	Smalten
6	Ma. Shilpi Savena	Aasti Manager, Mandela Girls	shilps saxemag abarda ac en	8826918029	Sille
7	Ms. Alka Singh	Asst Warden, Sarojini	alka singh (gaharda ac ur	3800998968	Asigh
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12	Mr. Rakesh Jadon	Wurden, Vivekanand	rakesh jadon'i shurda ac in	121563498	1/2
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Participants (Day - 2, 16 January 2019):





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Day-2, Session-let

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Date:-16/91/2019

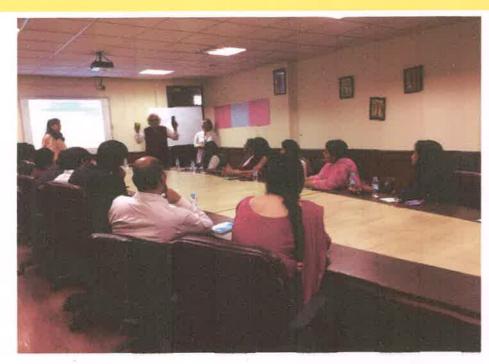
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Snapshots - (Day - 1, 17 November 2018):













Snapshots - (Day - 2, 16 January 2019):











