

Capacity Building/Training  
Program

**Soft Skills and  
Effective  
Communication**

# Internal Quality Assurance Cell

1<sup>st</sup> February 2020

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

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

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*Program, Objective,  
Convener, Coordinators and Speaker*



**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** – 1<sup>st</sup> 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

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## 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

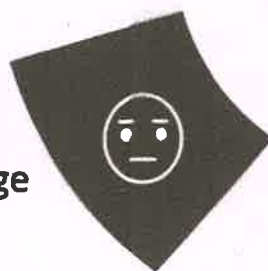
| S.No. | Module  | Methodology  |
|-------|---|--|
| 10    | When You HEAR, Do You LISTEN?   Listening Skills   LACE - Listen, Acknowledge, Clarify and Explain      | Concept Discussion   Experience Sharing   Instructor Led Facilitation              |
| 11    | The Art of Probing - Probing Pays ( How 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   |

## Criteria for Evaluation

Excellent



Average



Below Average

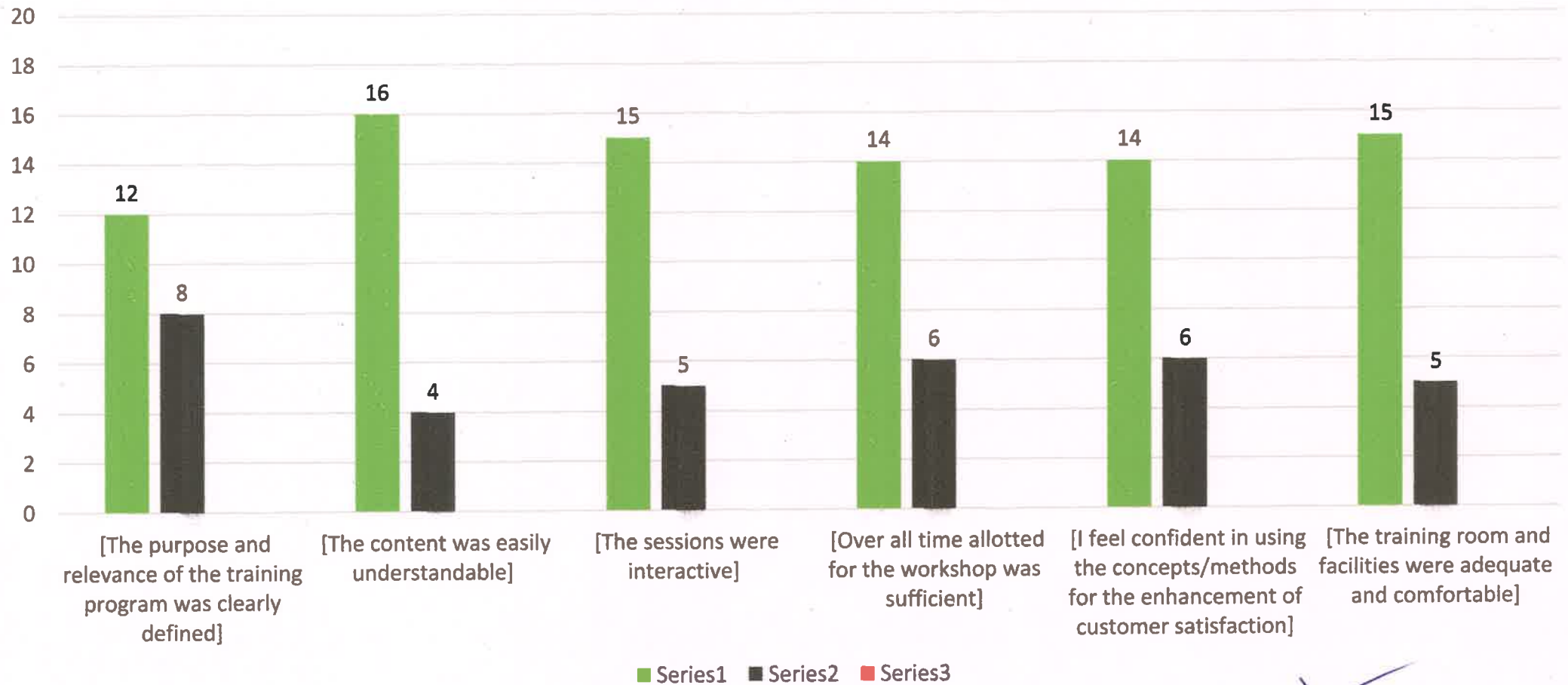


  
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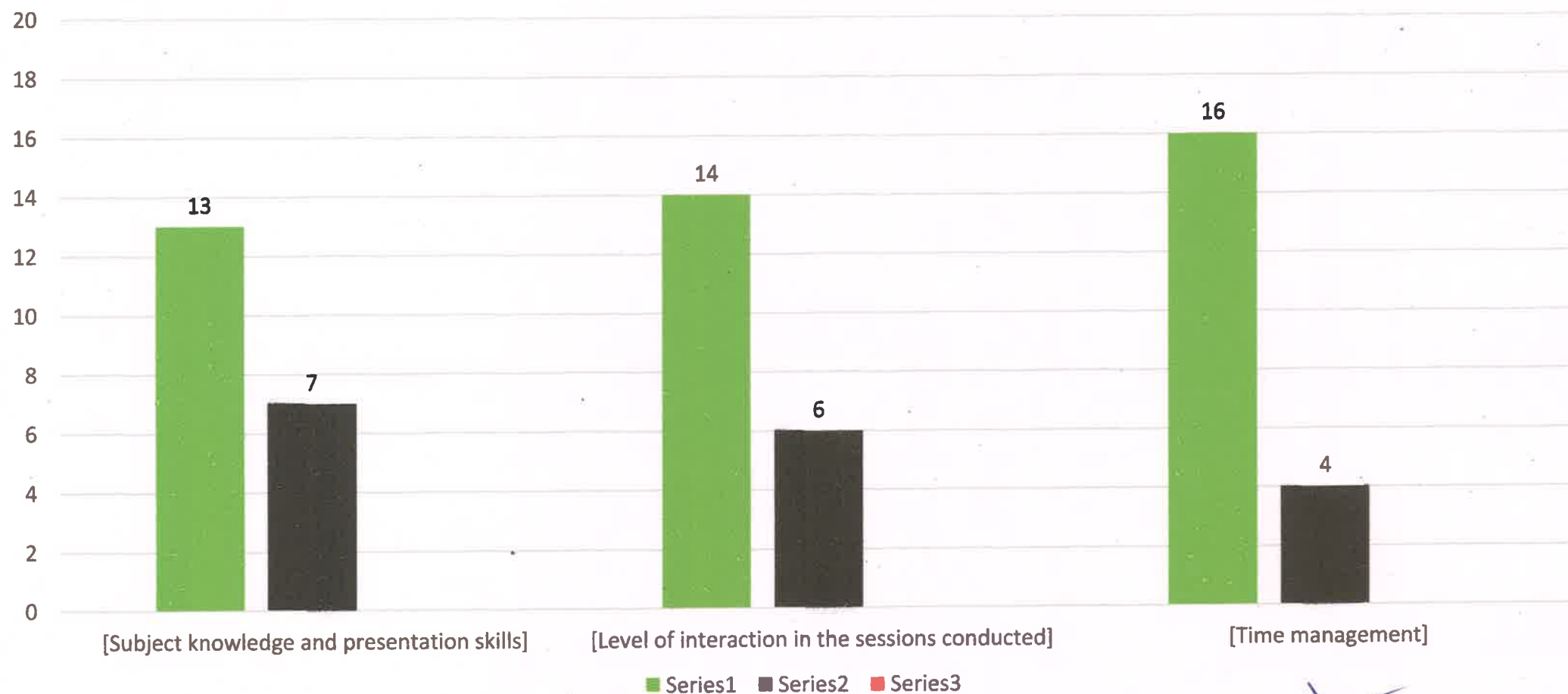
Capacity Building/Training Program - Feedback

Participants - 20



Resource Person - 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.



# Participants



## Training Programme - Soft Skills and Effective Communication Organised by IQAC, Sharda University

Session-I / II

Date: 1/02/2020

| Sr. No | Name of Participant    | Designation         | Email-ID                        | Contact No | Signature   |
|--------|------------------------|---------------------|---------------------------------|------------|-------------|
| 1      | Ms. Sanika Shrivastava | Warden              | Sanika.1@sharda.ac.in           | 9990386270 | [Signature] |
| 2      | Pamula Lal             | Hostel Manager      | Pamula.1@sharda.ac.in           | 9990386270 | [Signature] |
| 3      | Santa Chandra          | Hostel Warden       | Santa.Chandra@sharda.ac.in      | 931544288  | [Signature] |
| 4      | Savita Shrivastava     | Warden              | savita.shrivastava@sharda.ac.in | 9315297434 | [Signature] |
| 5      | Alka Singh             | Asst. Warden        | alka.singh@sharda.ac.in         | 8800998968 | [Signature] |
| 6      | Shalu Madan            | Warden              | shalu.madan@sharda.ac.in        | 882699809  | [Signature] |
| 7      | Shama Praveen          | Executive Assistant | Shama.Praveen@sharda.ac.in      | 9971910290 | [Signature] |
| 8      | S.S. Singh             | Asst. Warden        | S.S.Singh@sharda.ac.in          | 8800998968 | [Signature] |
| 9      | Akhil Singh            | Asst. Warden        | akhil.singh@sharda.ac.in        | 8800998968 | [Signature] |
| 10     | Pratik                 | Asst. Warden        | PRITAJ.MISHRA@SHARDA            | 9315446121 | [Signature] |
| 11     | Anurag Kumar           | Asst. Warden        | anurag.kumar@sharda.ac.in       | 9990386270 | [Signature] |
| 12     | Anurag Kumar           | Asst. Warden        | anurag.kumar@sharda.ac.in       | 8755103409 | [Signature] |
| 13     | Anurag Kumar           | Executive Asst.     | Anurag.Kumar@sharda.ac.in       | 998087843  | [Signature] |
| 14     | Kamlesh Bhatt          | Asst. Warden        | Kamlesh.Bhatt@sharda.ac.in      | 978026255  | [Signature] |
| 15     | Rakesh Jais            | Warden              | Rakesh.Jais@sharda.ac.in        | 921303178  | [Signature] |
| 16     | Shilpi Saxena          | Asst. Manager       | shilpi.saxena@sharda.ac.in      | 921303178  | [Signature] |
| 17     | Shalu Sharma           | Asst. Warden        | Shalu.Sharma@sharda.ac.in       | 921303178  | [Signature] |
| 18     | Anita                  | Manager             | Anita.1@sharda.ac.in            | 921303178  | [Signature] |
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Alka Singh @sharda.ac.in

Anil Shrivastava Warden ak.shrivastava@sharda.ac.in

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## Snapshots





## Snapshots



**SHARDA**  
UNIVERSITY  
*Beyond Boundaries*



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Thanks

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