

Internal Quality Assurance Cell

17 November 2018
&
16 January 2019

Venue:

Old VC Board Room 003, Block III.

Training Program

Customer Service Excellence

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)



Personal Action Plan



Service
Competencies
(Positive
Influencing)



Service
Competencies
(Focus on
Impression building
& Team work)



Conflict
Management

Program Schedule (Day – 1, 17 November 2018)



S.no.	Topic	Methodology	Derived Learning	Duration (mins)
1	Introduction & Mapping expectations	<ul style="list-style-type: none"> Interactive discussion Sharing information on participant and SU expectations Kinesthetic activity 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Interactive Discussion Group work& debrief 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Use of an Activity & Debrief Interactive discussion/role play Use of PPT& workbook 	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> Self-assessment Debrief and action plan Interactive discussion/ situation based role play 	<ul style="list-style-type: none"> 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 	90

Program Schedule (Day – 2, 16 January 2019)



S.no.	Topic	Methodology	Derived Learning	Duration (mins)
5	Service Competencies (Focus on Impression building & Team work)	<ul style="list-style-type: none"> Interactive discussion, Activity Debrief of the activity Video clip Analysis(In pursuit /of happiness) Use of PPT 	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> Interactive discussion Role Plays& Analysis Use of PPT 	<ul style="list-style-type: none"> PUSH Vs PULL Styles Practicing the Art of Saying No 	120
7	Conflict Management	<ul style="list-style-type: none"> Interactive discussions Use of PPT Group work 	<ul style="list-style-type: none"> 7 choices to make in Conflict Management FIERCE Model of Conflict Management Building partners & advocates for future 	120
8	Personal Action Plan	<ul style="list-style-type: none"> Guided Action Planning Sharing of committed plan 	<ul style="list-style-type: none"> Individuals to draw out their action plans to be implemented 	30

Criteria for Evaluation

Excellent



Good



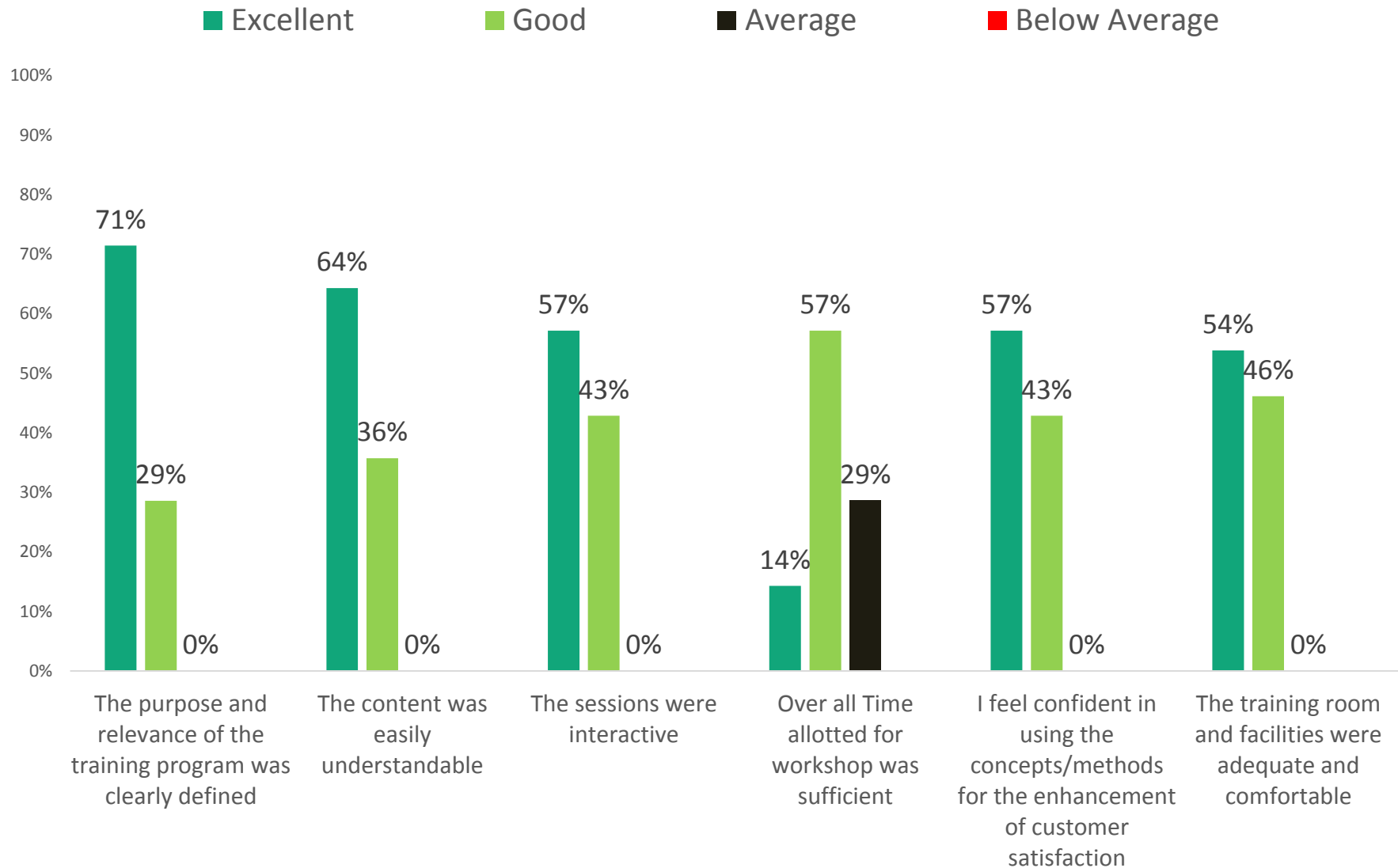
Average



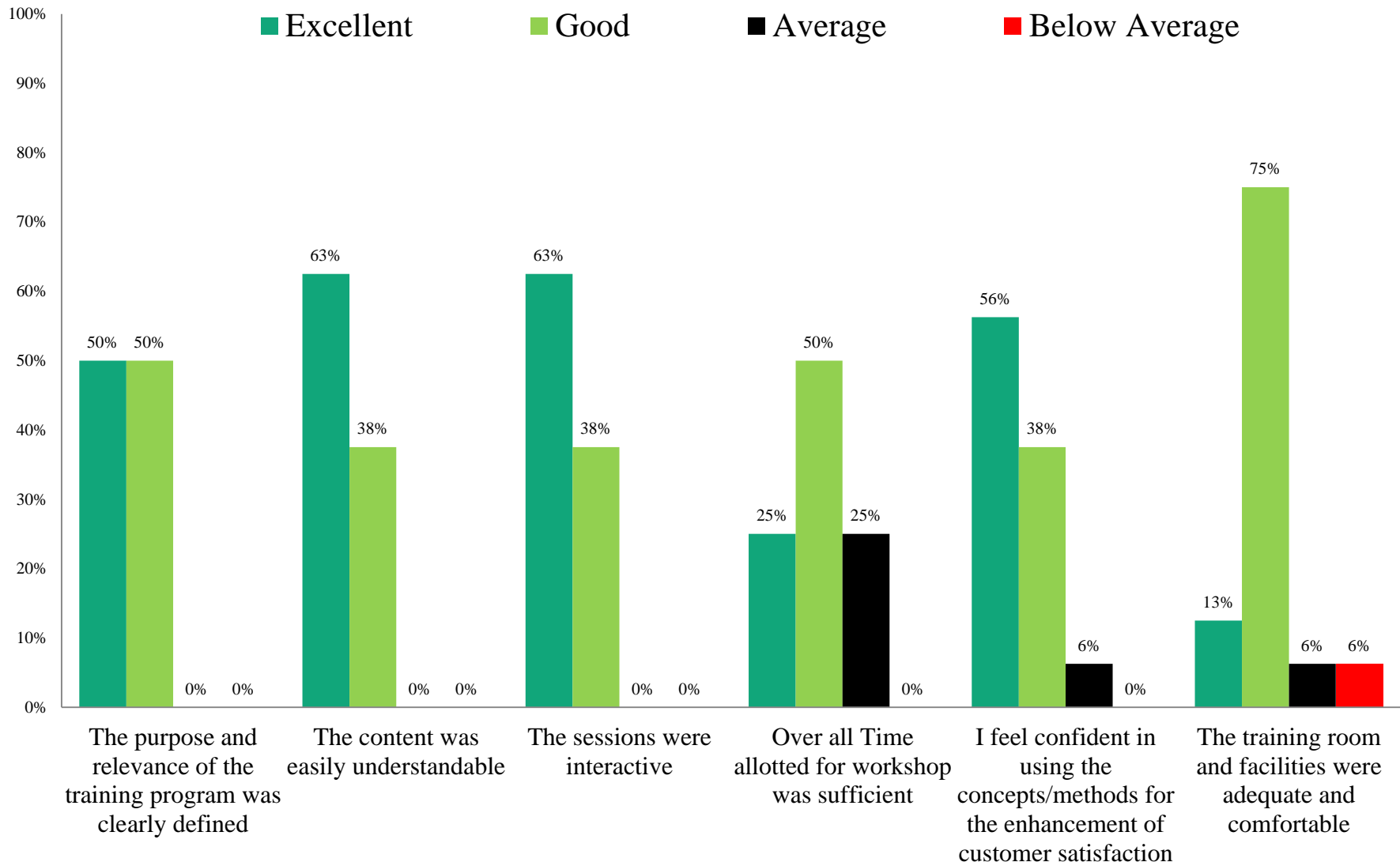
Below Average



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



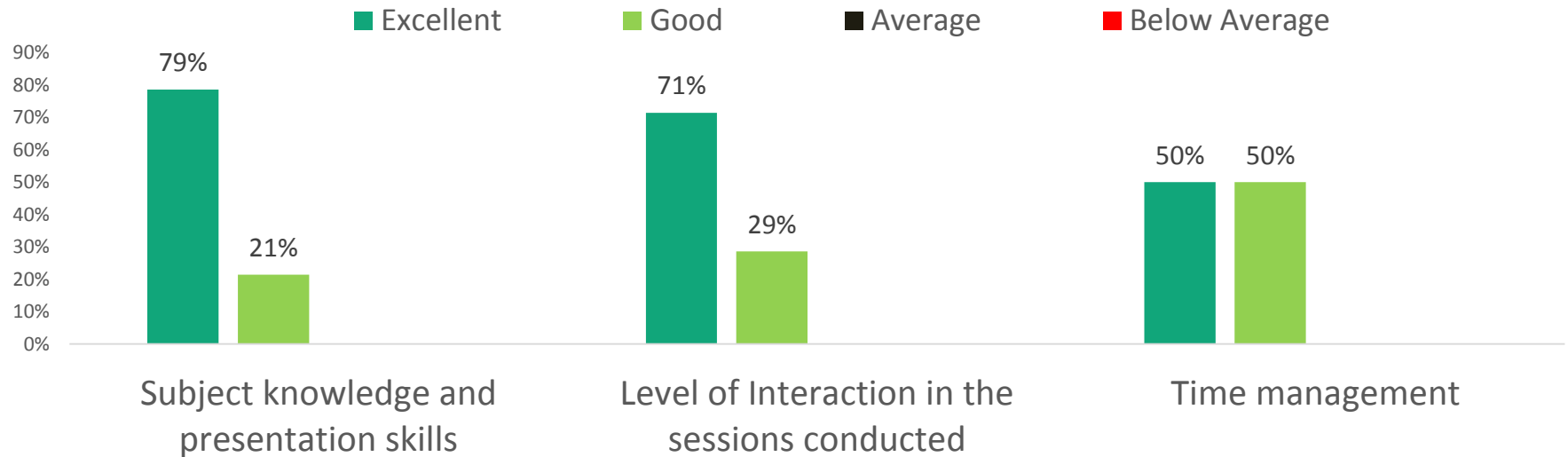
Likert Scale Graph (Day – 2, 16 January 2019)



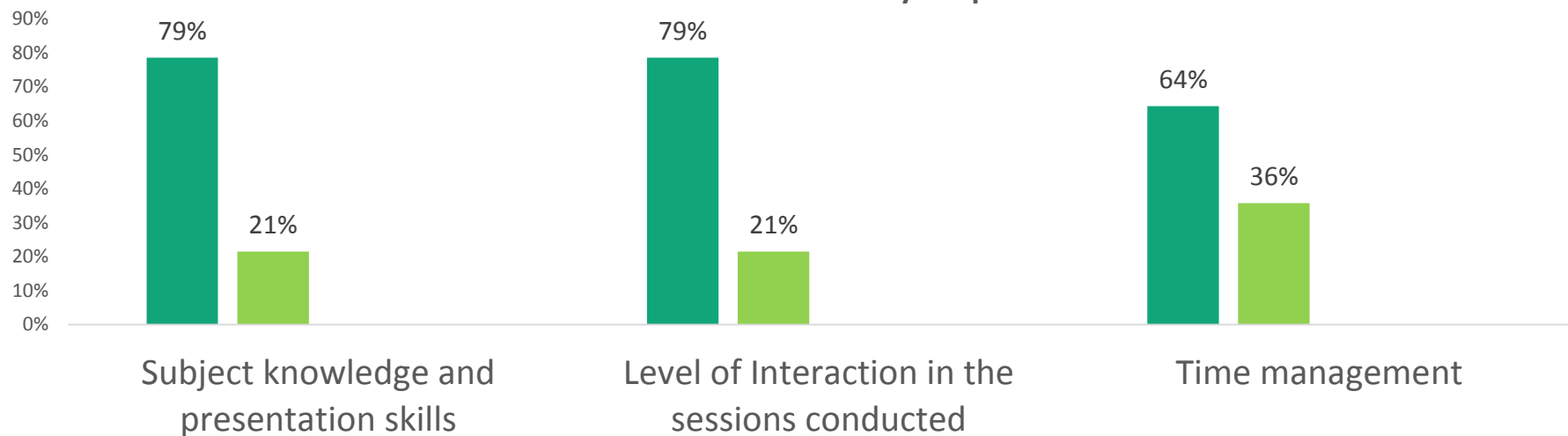
Likert Scale Graph (Day – 1, 17 November 2018)



Resource Person : Ms Sujatha Singh



Resource Person : Ms Divya Kapoor



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 is excellent, 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 unsolved 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

Participants (Day – 1, 17 November 2018):



Training Programme for Customer Services Excellence for IHA

Organised by IQAC, Sharda University

Day-1 Post-Test

Session-1

Date: 17/11/2018

Sr. No	Name of Participant	Designation	Email-ID	Contact No	Signature
1	Deepak Kaul	Asstt. Registrar	deepak.kaul@sharda.ac.in		
2	Mr. Anil Shishodia	Warden, Mandela Boys	ak.shishodia@sharda.ac.in	8826998012	<i>Anil</i>
3	Mr. Gulshan Bharti	Asstt. Warden, Mandela Boys	gulshan.bharti@sharda.ac.in	7988475752	<i>Gulshan</i>
4	Ms. Usha Nair	Warden, Mandela Girls	usha.nair@sharda.ac.in	9999364552	<i>Usha</i>
5	Ms. Savita Srivastava	Warden, Mandela Girls	savita.srivastava@sharda.ac.in	8448198393	<i>Savita</i>
6	Ms. Shilpi Saxena	Asstt. Manager, Mandela Girls	shilpi.saxena@sharda.ac.in	8826998029	<i>Shilpi</i>
7	Ms. Alka Singh	Asstt. Warden, Sarojini	alka.singh@sharda.ac.in	8800998968	<i>Alka</i>
8	Ms. Shalu Madaan	Warden, Kasturba & Mother Teresa	shalu.madaan@sharda.ac.in	8826998031	<i>Shal</i>
9	Ms. Sarita Chandra	Warden, Indira	sarita.chandra@sharda.ac.in	9311544288	<i>Sarita Chandra</i>
10	Ms. Sarika	Asstt. Warden, Indira	sarika.1@sharda.ac.in	9268263127	<i>Sarika</i>
11	Mr. Shankar Sharan Singh	Asstt. Warden, Tagore	ss.singh@sharda.ac.in	8800998896	<i>Shankar</i>
12	Mr. Rakesh Jadon	Warden, Vivekanand	rakesh.jadon@sharda.ac.in	9213030198	<i>Rakesh</i>
13	Mr. Akhilesh Singh	Manager, Jawahar + PG	akhilesh.singh@sharda.ac.in	— ABSENT —	—
14	Mr. Mukul Pathak	Asstt. Warden, Vardhman	mukul.pathak@sharda.ac.in	8800686678	<i>Mukul</i>
15	Mr. Gaurav Rawat	Manager, Vardhman	gaurav.rawat@sharda.ac.in	8755108409	<i>Gaurav</i>
16	Mr. Prashant Executive Asst	prashant.g@sharda.ac.in	8800998880		<i>Prashant</i>
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Training Programme for Customer Services Excellence for IHA

Organised by IQAC, Sharda University

Day-1

Session-2

Date: 17/11/2018

Sr. No	Name of Participants	Designation	Email-ID	Contact No	Signature
1	Mr. Anil Shishodia	Warden, Mandela Boys	ak.shishodia@sharda.ac.in	8826998012	<i>Anil</i>
2	Mr. Gulshan Bharti	Asstt. Warden, Mandela Boys	gulshan.bharti@sharda.ac.in	7988475752	<i>Gulshan</i>
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12	Mr. Akhilesh Singh	Manager, Jawahar + PG	akhilesh.singh@sharda.ac.in	— ABSENT —	—
13	Mr. Mukul Pathak	Asstt. Warden, Vardhman	mukul.pathak@sharda.ac.in	8800686678	<i>Mukul Pathak</i>
14	Mr. Gaurav Rawat	Manager, Vardhman	gaurav.rawat@sharda.ac.in	8755103409	<i>Gaurav</i>
15	Mr. Prashant	Executive Assistant	prashant.g@sharda.ac.in	8800998880	<i>Prashant</i>
16					
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Participants (Day – 2, 16 January 2019):



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

Day-2, Session-1st

Date:-16/01/2019

Sr. No	Name of Participant	Designation	Email-ID	Contact No	Signature
1	Mr. Anil Shishodia	Warden, Mandela Boys	ak.shishodia@sharda.ac.in	8826998012	
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14	Mr. Prashant Gupta	Executive Assistant	prashant.g@sharda.ac.in	8800998880	<i>Prashant</i>
15	Mr. Akhilesh Singh	Manager, Jawahar + PG	akhilesh.singh@sharda.ac.in	8800998850	<i>A. Singh</i>
16	PRITAJ K. MISHRA	Manager, Executive Asstt. TAGORE		9354461821	<i>Prisham</i>
17	Kamlesh K. Bhatt	Asst. Warden Vivekanand	kamlesh.bhatta@sharda.ac.in	97802-62353	<i>K. Bhatt</i>
18	Rupsi Singh	Asst. Warden	rupsi.singh@sharda.ac.in	8887740334	<i>Rupsi</i>

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

Day-2, Session-2nd

Date:-16/01/2019

Sr. No	Name of Participant	Designation	Email-ID	Contact No	Signature
1	Mr. Anil Shishodia	Warden, Mandela Boys	ak.shishodia@sharda.ac.in	8826998012	
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16	PRITAJ K. MISHRA	Executive Assistant		9354461821	<i>Prisham</i>
17	KAMLESH K. BHATT	Asst. Warden Vivekanand	kamlesh.bhatta@sharda.ac.in	97802-62353	<i>K. Bhatt</i>
18	Rupsi Singh	Asst. Warden Sarojini	rupsi.singh@sharda.ac.in	8887740334	<i>Rupsi</i>

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



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

