



NEW HORIZON
COLLEGE OF ENGINEERING

New Horizon Knowledge Park, Ring Road, Marathalli
Autonomous College Permanently Affiliated to VTU, Approved by AICTE & UGC
Accredited by NAAC with 'A' Grade, Accredited by NBA

Quality Assurance and Skill Development Center

Training Report for Placement Staff
on
Work Place Etiquette/ Team work



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Quality Assurance and Skill Development Center

Soft Skills Training
On
Workplace Etiquettes

Presented by
Dr. Glory Mercy C
HR Trainer (QASDC)



Executive Summary

- ❖ This report was created to provide management with an overview of the workplace etiquette soft skills training session that just ended and was led by HR Trainer Dr. Glory Mercy C on November 24th 2022. The employees of the Placement Department gave positive observations on the implemented training programme.
- ❖ This intern improved day-to-day management by fostering the growth of personal skills and self-assurance.
- ❖ As brand ambassadors for their departments, staff employees who took part in the training were better able to recognise their own strengths and foster healthy interpersonal interactions.

Objectives

The Participants were allowed to:

- ❖ Assess their present level of competence in speaking and listening to others after the Session.
- ❖ Recognize appropriate situations and workplace obligations.
- ❖ Help each person assess their area of competence and people management proficiency.
- ❖ To ensure that business operations go well, be aware of the components of a strong rapport and seek to enhance and develop inter-personal communication and listening skills.



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Methodology

The Participants would leave the session better able to:

- Recognize their own level of abilities, motivations, and drivers with excellent skills
- Develop their own style and self-assurance to successfully manage responsibilities.
- Learn how to control oneself and others in order to improve interpersonal skills.

Glimpses of the Training



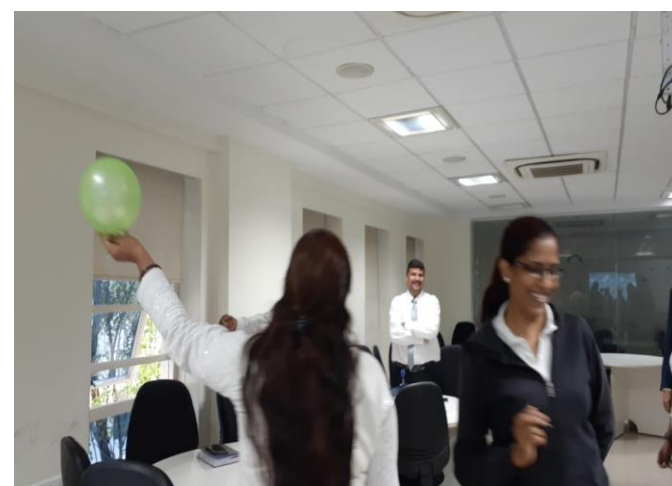


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First icebreaker: Listening Skills

Purpose

To assist participants in becoming more aware of their listening skills.

No preparation...on-the-spot activity

Please have all participants stand up. They must adhere to the trainer's instructions.

Lift the right hand up, then the left hand up, make a fist, rotate both hands faster and faster, and place them on your chin, while the trainer places both hands on your cheeks and says statue n freeze.

Participants typically observe the trainer and simply follow blindly; however, participants who have the skills will place their hands on their chin while keenly listening and observing.



Key Learning:

Participants with good listening skills will think through and follow correctly, whereas others will follow blindly.

To follow instructions, always pay close attention and listen carefully.

This activity will take between 5 and 15 minutes to complete, depending on the number of participants.

Icebreaker Two: Rubber Band Activity

Purpose

To assist participants in getting to know one another and maintaining healthy relationships and interpersonal skills
Materials Required • Pack of Rubber Bands

There was no preparation.

Materials Required

- Pack of Rubber bands

Activity

Divide the attendees of the meeting into groups of three or four (depending on the number of attendees) and have them form a circle. Instruct all participants to raise their thumbs and keep their elbows firmly against their bodies.

Distribute one rubber band to each participant and place one on the thumbs of two participants. Now, have the participants take two steps back; as the rubber band expands, they will feel the stretch and pain. Now instruct the participants to take two steps out and one step in. We ask them to move forward as they feel the pain.

Key Learning:

Rubber bands are frequently used as metaphors for resilient people. The rubber band, for example, can be stretched and put under pressure, but when it is released, it returns to its original size and shape. Elasticity has become synonymous with resilience.



This is compared to professional and personal relationships and interpersonal skills. The further we travel, the more we disconnect, lose our connections, and fail to collaborate; however, because we are so closely knit, we collaborate. We look out for one another. We collaborate on work in a win-win situation in order to maintain healthy relationships and interpersonal skills.

This icebreaker takes 5 to 15 minutes to complete, depending on the number of groups.

Icebreaker Three: Paper Tear Activity

Purpose

To assist participants in developing their listening skills

Materials Required

One sheet of plain paper for each participant

Preparation

None

Activity

Distribute one paper to each member of the group. Request that they pay close attention and follow the instructions. The trainer instructs everyone to lift the paper, fold it in half, and tear out the sheet's right edge core.

Later, fold the paper again and tear the left edge corner, then fold the sheet again and tear the right edge corner. When the page is opened, the participant's sheet of paper must resemble the trainer's paper sheet.

There will be a hole in the centre of the sheet of paper.

Key Learning:



To assist participants in developing keen listening skills

This icebreaker lasts 10 to 15 minutes.

Icebreaker Four: Balloon Activity

Purpose

This is a fantastic quick, fun, and simple activity that demonstrates the value of teamwork; it will get everyone energised and moving around the room, and it will get everyone excited about the training; it can be a great opener for a team building session.

Materials Required

Balloons (one for each team member), toothpicks (one for each team member) and a stopwatch

Preparation

Give each participant one balloon and one toothpick, and then ask them to blow their balloons. When all of the balloons have been inflated and everyone is ready, say the following "You have one minute after I say go, and the person who still has his/her balloon held up above his/her head at the end of the minute is the winner of this game. Now Go!"

Activity

Rules for the trainer

The trainer must not tell the group to use the toothpicks and pinch each other's balloons for this activity to work. As soon as you say go..... (Try to get them to move without actually telling everyone to start pinching each other's balloons with toothpicks; they will usually start doing this on their own.)

Key Learning:

As soon as you say go, the group will go crazy, with each team member pinching the balloons of others while trying to protect his/her own. The group will have a field day chasing each other around the room.

Discuss what prompted and motivated everyone to be the winner. Couldn't we all win this game somehow? Why did we decide on our own to use toothpicks and pinch the other team's balloons? Tell the group that we could have all easily won this activity if we had all decided to raise our balloons into the air after I said "Go!" I did give you all toothpicks, but I never mentioned pinching your partner's balloon.



What is the purpose of this activity?

This fantastic activity clearly demonstrates that it is human nature for each of us in the team to want to stand out and be the only winner, as evidenced by what occurred in this activity. The true spirit of a team is when everyone works together to ensure that we all win and achieve our common team goals.

This icebreaker lasts 10 to 15 minutes.

Icebreaker Five: Team Pen

Purpose

This game is fantastic because it encourages the team to use their creativity while also practising their communication skills with one another.

Materials Required

One sheet of paper, Pen or marker, string or twine or woollen roll

Preparation

Give each team a pen, a sheet of paper, and a piece of string/twine or woolen roll. The team members must use their creativity to tie the pen with the string, and each member of the team must hold a sting attached to the pen and work as a team to get the desired picture or word given by the trainer at the given time slot.

Activity

Get yourself a pen and some string. You should cut as many strings as there are team members. The pen will be in the centre, and all of the strings will be tied to it in such a way that when you pull the strings, the team must write the derived word given by the trainer.

Each participant will grab a string and pull it simultaneously. Underneath the pen is a piece of paper. The team has now decided to write a specific given picture or a phrase/word, and they must communicate and collaborate flawlessly in order to complete the task. You can play this in two teams and then compare the pictures or words written on the paper sheet to see which drawing or phrase was written/drawn more accurately.



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This can be played in two teams, and the drawings can be compared at the end to see which drawing or phrase was written/drawn more accurately.

Key Learning:

Participants in a team building programme will learn more about each other through tasks and exercises. They will discover their strengths and use their creativity to achieve the desired results, thereby contributing to a deeper relationship and trust among team members.

The goal of team building activities is to determine how a specific group of people can use their skills to achieve a goal at a specific time and to motivate the people to work together, to develop their strengths, and to encourage collaboration rather than competition.

This icebreaker lasts 10 to 15 minutes.

Conclusion

During the two-hour training session, the Placement Department staff received the confidence enhancement, workplace etiquette edification and teamwork they needed to succeed.

Recommendations

Management should organise more training for all Placement Department personnel in order to improve performance and distinguish individuals so that they can receive heaps of praise and outstanding rewards.



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Attendance:

NEW HORIZON COLLEGE OF ENGINEERING
Quality Assurance and Skill Development Center
Soft Skill Training
Attendance Sheet
Workplace Etiquettes

Date: 24/11/2022

Time: 9.00 am to 11 AM

Sl.No	Department	Name of the faculty	Mobile Number	Mail id	Signature
1.	HRD	Manisha Joshi	9900078044	cr@newhorizonindia.edu	ml 24/11/22
2.	HRD	Prashmi S Gouda	8147621560	Placements@newhorizonindia.edu	Prashmi 24/11/22
3.	HRD	Prof. Anish Mishra	9900072558	tpo@newhorizonindia.edu	Anish 24/11/22
4.	HRD(LifeSkills)	Jaydeep Prabhakar Avin	9004596357	jaydeep.p.hce@newhorizonindia.edu	JayAm 24/11/22
5.	HRD	Shubha Thakur	9741516566	hrdoffice@newhorizonindia.edu	Shubha 24/11/22
6.	HRD	Santhosh B S	8050821446	tpo-1@newhorizonindia.edu	Santhosh 24/11/22
7.	HRD	Santhosh Kumar K	6366309928	hrd.mr@newhorizonindia.edu	K. Santhosh 24/11/22
8.	HRD	Prof. Binod Kumar Singh	9663928931	Head.iic@newhorizonindia.edu	Binod 24/11/22
9.	HRD	Prof. Gurucharan Singh	9008509999	ed@newhorizonindia.edu	Gurucharan 24/11/22
10.					

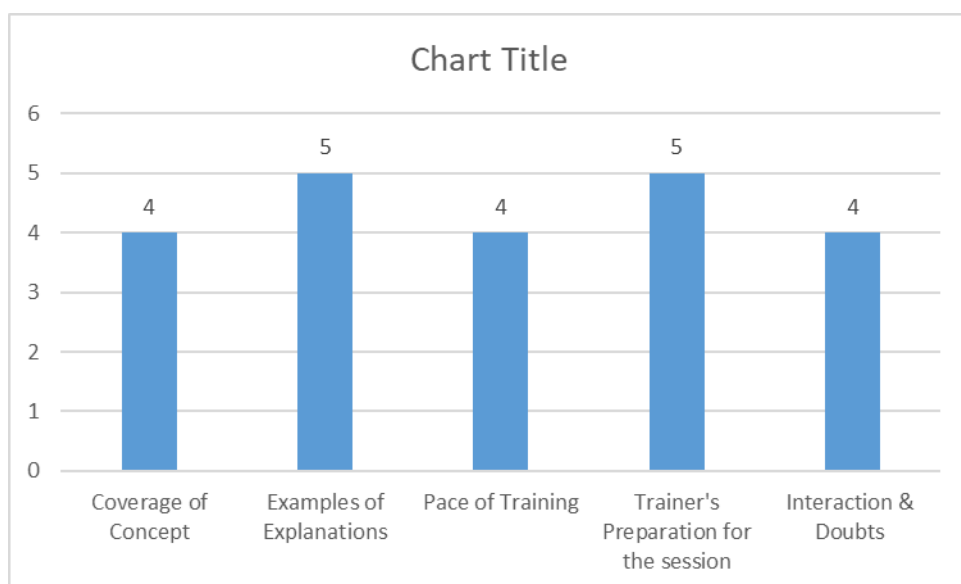
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Feedback Analysis:



Summary of Feedback:

- ❖ Good Learning
- ❖ Fun Training
- ❖ Training was good with fun
- ❖ Good Training
- ❖ Very Informative filled with fun
- ❖ Very Positive