



**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**

**Event 2 - Training Report**

**On**

**Communication Skills - Library Staff**



**NEW HORIZON**  
**COLLEGE OF ENGINEERING**

**Quality Assurance and Skill Development Center**

**Organizes**

**Communication Skills**

**Training**

**for**

**Non teaching staff**

**Presented by -**

**Dr. Glory Mercy C**

**HR Trainer( Soft Skills)**



## Executive Summary

- ❖ This report was prepared to provide management with the results of the recently completed two-hour Communication Skills training program on November 2nd, 2022 by the HR Trainer Dr. Glory Mercy C. The implemented training plan harvested positive feedback from the participating Faculty employees.
- ❖ The Faculty members personal and communication skills were improved which resulted in managing day to day effectively.
- ❖ Help Faculty employees identify their strength and inter personal skills.

## Objectives

At the end of the session, the participants would be able to:

- ❖ Analyse their current effectiveness in terms of Listening skills and inter personal skills.
- ❖ Identify appropriate situations and techniques for assertive communication.
- ❖ Help Faculty employees identify their strength and inter personal skills.
- ❖ Recognize the factors that contribute to building personal profile and impact.
- ❖ Develop and improve skill to enhance good listening skills with personal effectiveness at work

### Being Assertive

- ✓ Understand behaviour types
- ✓ Self-assessment profile on behaviour styles
- ✓ Strategies for interacting with others who are different from you

## Methodology

The Training was conducted in purely based on Activity trainings.

- ✓ Develop more self-control; self-confidence, self-motivation
- ✓ Create and sustain a positive mental attitude
- ✓ Thought control: control your mind
- ✓ Conversation control: Control your language and communication skills
- ✓ Use the Ultimate Success Formula

At the end of the session, the participants would be able to:

- Be more aware of their own level of skills, motives, and drivers with good listening skills
- Learn to prioritize and manage tasks effectively
- Be acquainted with better handle themselves and have collaborative interpersonal skills
- Understand the role of assertive conversations for minimizing conflicts

## Glimpses of the Training





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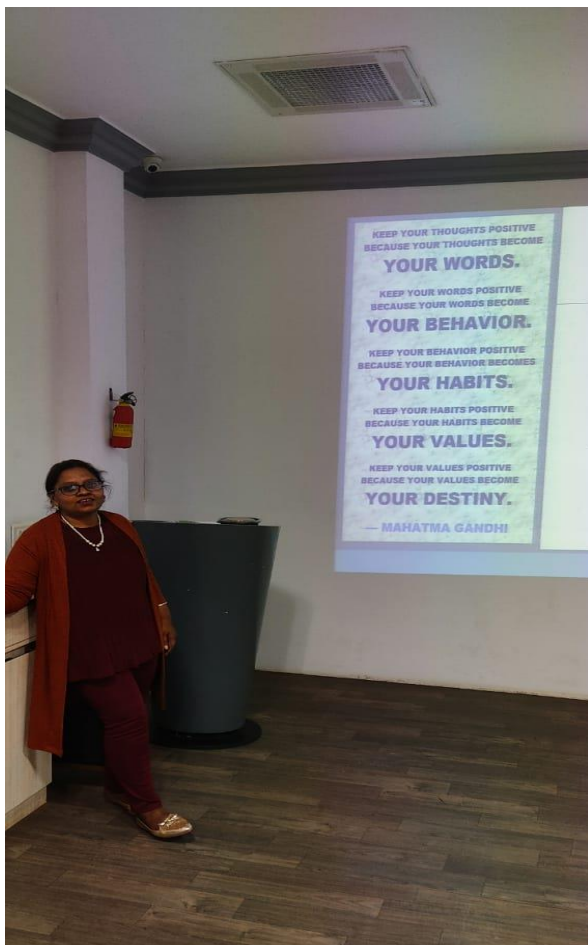
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## **Icebreaker One: Listening Skills**

### **Purpose**

To help participants to be aware of listening skill.

### **Preparation**

None ...on the spot

### **Activity**

Please ask all the participants to stand up. They have to follow the instructions of the trainer.

Ask the participants to lift the right hand up and then the left hand up, hold the fist and rotate both the hands faster and faster and place it on your chin whereas the trainer as the participants are observing she will place both the hands on the cheeks and then say statue n freeze.

Participants usually observe the trainer and just follow blindly, however, the participants who have the skills are keenly listening and observing they will place the hands on the chin.

### **Key Learning:**

Participants who have the listening skills will think through and follow correctly whereas, the other participants will follow blindly.

Always observe keenly and listen carefully to follow the instruction.

This Activity will take about 5 - 15 minutes, depending on the number of participants.

## **Icebreaker Two: Rubber band Activity**

### **Purpose**

To help participants get to know each other maintain good healthy relationship and inter personal skills

### **Materials Required**

- Pack of Rubber bands

### **Preparation**

None

### **Activity**

Divide the meeting participants into groups of three or four (depending on the number of participants) then ask them to form a circle. Ask all the participant to show thumbs up and the elbow stuck to the body.

Distribute one rubber band to each participant, place one rubber band on one end on the thumb of two participants. Now ask the participants to take 2 step back, as the rubber band expands the participants will feel the stretch and the pain. Now ask the participants to step out and step in. As they feel the pain, we ask them step in forward as they will feel comfortable.

### **Key Learning:**

The rubber band is often used as an analogy to describe resilient people. The comparison is that the rubber band can get stretched and put under pressure but when it stops being stretched it bounces back to its original size and shape. Elasticity becomes a synonym for resilience.

This is compared to in terms of Relationships and inter personal skills Professionally and Personally. Farther we go we disconnect ourselves, we lose our connections and we don't work together, as we are closely knitted we work together. We care for each other. We collaborate on work, Win-Win situation, as to maintain good healthy relationship and inter personal skills

This icebreaker takes about 5 - 15 minutes, depending on the number of groups.

## **Icebreaker Three: Paper Tear Activity**

### **Purpose**

To help participants to develop Listening skills

### **Materials Required**

- Plain sheet of paper for each participant

### **Preparation**

None

### **Activity**

Distribute one paper to each participant to the whole group. Ask them to listen carefully and follow the instructions. The trainer instructs everyone to lift the paper and fold it into half and tear out the right edge core of the sheet.

Later fold again and tear the left edge corner, then fold the paper again and tear the right edge corner of the sheet. The open the page, the participants sheet of paper has to resemble to the paper sheet of the trainer.

You will have a hole in the middle of the sheet of paper.

### **Key Learning:**

To help participants develop keen listening skills

This icebreaker takes about 10 - 15 minutes.



## **Conclusion**

The two hours training program helped the Faculty employees to enhance their Listening skills and learn Communication skills. This also helps them in their inter personal skills dealing with other faculty members.

## **Recommendations**

The management should schedule same training for all the faculty teaching and non-teaching Faculty members.



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## NEW HORIZON COLLEGE OF ENGINEERING Quality Assurance and Skill Development Center

### Soft Skill Training Communication Skills

#### Feedback Form

Date: 02/11/2022

Time: 3pm to 5pm

#### 1. Coverage of Concepts

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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#### 2. Examples and Explanations

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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#### 3. Pace of Training

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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#### 4. Trainer's Preparation for the session

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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#### 5. Interaction & Doubts Clarification

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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Comments/Suggestions

*Informative Session*

[ 1-Below Average, 2-Average, 3-Good, 4-Best, 5-Excellent ]



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