



**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 On

Grooming & Work Place Etiquettes - Office Boys



**NEW HORIZON
COLLEGE OF ENGINEERING**

QUALITY ASSURANCE AND SKILL DEVELOPMENT CENTER

SOFT SKILLS TRAINING

ON

GROOMING AND WORKPLACE ETIQUETTES

PRESENTED BY

MS. GLORY MERCY C

HR TRAINER (QASDC)



Executive Summary

- This report was prepared to provide management with the outcomes of the recently completed one-hour Grooming and Workplace Etiquettes training program for Office boys on December 22nd, 2022 by HR Trainer Dr. Glory Mercy C.
- Staff personal and communication skills, as well as grooming, were improved, resulting in more effective day-to-day management.
- Assist Office Boys in identifying their strengths and communication abilities.

Objectives

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

- Examine their current effectiveness in terms of Listening, Communication, and Grooming.
- Determine appropriate situations and assertive communication techniques.
- Assist faculty members in identifying their strengths and interpersonal skills.
- Recognize the factors that contribute to the growth and impact at work.
- Develop and improve skills to complement good listening and communication skills at work.



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Methodology

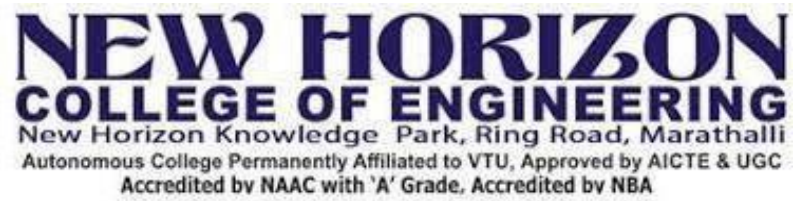
- The training was entirely based on activity training.
- Improve your self-control, self-confidence, and self-motivation.
- Develop and maintain a positive mental attitude.
- Control your thoughts; control your mind; control your language and communication skills; and use the Ultimate Success Formula.

Participants should be able to:

- Be more aware of their own level of skills, motives, and drivers with good grooming and communication skills by the end of the session
- Understand how to prioritize and manage tasks effectively.
- Be familiar with how to better handle themselves and cater to day-to-day functions at work.

Glimpses of the Training







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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.



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Conclusion

The one-hour training program helped the Office Boys staff to enhance their Listening skills and Communicate effectively. This intern helps them in their day to day functions.

Recommendations

The management should schedule more trainings for all the Housekeeping Staff.



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Attendance:

NEW HORIZON COLLEGE OF ENGINEERING Quality Assurance and Skill Development Center

Soft Skill Training

Attendance Sheet

Office Boy Grooming and Work Place Etiquette Program

Date:

Time:

Sl.No	Department	Name of the Office Boy	Mobile Number	Mail id	Signature
1.	P.R	ATTAVESH T.G.	7760920621		Attavesh
2.	LIBRARY	ATTASANTANU	7349665310		San
3.	B.B.M	Siddaling	9900712491		SE
4.	ECE	NARAYAN	9901398921		NS
5.	M.E.E/AU	Burujit Aoon	8861834271		Burujit
6.	ECE	Ranjith P.S	9902858269		Ranjith
7.	B.S.H	Suresh Kumar	6364024022		Suresh
8.	NBA	Anjanaya	7795772388		Anjanaya
9.	AI&ML	Vinod Kumar	9945751043		Vinod
10.	CSE	NARESH.V	9686233939		Naresh

11 ISE Kartik 7899544322
12 MCA Balaiah 9880072951
13 Admin SATHISHY 9686262597
14 COE Saikumar 6366282146

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Learning Feedback:

- We have learnt Responsibility,
- Discipline
- Grooming
- Respect
- How to behave in the office
- Communication what to talk and how to talk and when to talk
- Greet with a smile
- Communication Skills
- Workplace Etiquette