



**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 & Communication Skills**  
**For**  
**Security Guards**



**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 Communication Skills training program for Security Guards on December 24th, 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 Security Guards 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.



## 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.



## **Icebreaker Four: Balloon Activity**

### **Purpose**

This is an excellent quick, fun simple activity that shows the value of team work, it will get everybody energized and moving around the room and excited about the training, it can be a great opener for your team building class.

### **Materials**

Required Balloons (Balloon for each team member), toothpicks (For every team member), Stopwatch

### **Preparation**

Give each person one balloon and one pin then ask participants to blow their balloons. Once all balloons are inflated and everyone is ready say the following " You have 1 minute after I say go, after the minute is over the person who still has his/her balloon held up intact above his/her head is the winner of this game. Now Go!"

### **Activity**

Rules for the trainer

For this activity to work, the trainer must not tell the group to actually use the toothpicks and pinch each other's balloons. As soon as you say go ..... (Try to prompt them to move without actually telling everyone to start pinching each other's balloons using the toothpicks, they will normally start doing this on their own)

### **Key Learning:**

What will happen is that the group will go wild as soon as you say go, each team member will start pinching the balloons of others while trying to protect his/her balloon. The group will go crazy chasing each other around the room.

Discuss what prompted everyone and motivated them to be the winner? couldn't we all be winners in this game somehow, why did we decide on our own to use the toothpicks and pinch the balloons of the other team? Tell the group that we could all have easily become winners in this activity if we all decided to raise our balloons in the air after I Said Go! I did give you all pins but I did not say anything about pinching your partner's balloon.

What's the point from this activity? This great activity makes a clear point that It's human nature that each one of us in the team wants to stand out and be the only winner which was very clear in what happened in this activity. The real team spirit is that everyone works together so we can be all winners and achieve our common team goals.

This icebreaker takes about 10 – 15 minutes.



## **Conclusion**

The one-hour training program helped the Security Guards 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 Security Guards Staff.





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Attendance:

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

Security Guards Grooming and Communication Skills

Date:

Time:

Sl.No	Department	Name of the Office Boy	Mobile Number	Mail id	Signature
1.	SECURITY	SHANKA NIDHIGIRI	9849012267	-	
2.	"	RAMAKANT BEHERA	9066250249	-	
3.	"	KRISHNA TAMANG	9991099656	-	
4.	"	SUBTRA DAS	9366886919	-	
5.	"	SHIVASADAN RAM	9721077518	-	
6.	"	MOHAN SINGHA	8628029608	-	
7.	"	DEEPAK MISHRA	8152891689	-	
8.	"	DIPANKAR MISHRA	9380522986	-	
9.	"	RANU SINHA	98897636842344	-	
10.	"	RS CHATTERJEE	9473070591	-	
11	"	AJIT SINHA	8721998993	-	
12	"	ARASH KUMAR BEHERA	6370508699	-	

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**Security Guards Grooming and Communication Skills**

Date:

Time:

Sl.No	Department	Name of the Office Boy	Mobile Number	Mail id	Signature
1.	SECURITY	SAROF PRADHAN	7406214026	Sarofpradhan185@gmail.com	
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3.	"	MONI KR. SHARMA	7406112490	—	
4.	"	JAYJIT BASUMATI	7085653385	—	
5.	"	RAVU DAS	8892850488	—	
6.	"	KHAGEN DAHAL	6061020997	—	
7.	"	KRISHNA DAS	9677468391	—	
8.	"	KESHAN DATT BHATT	8888441737	—	
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## Learning Feedback:

- We have learnt Responsibility,
- Discipline
- Grooming
- Respect
- Communication what to talk and how to talk and when to talk
- Greet with a smile
- Communication Skills