



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 January 17th, 2023 by HR Trainer Dr. Glory Mercy C.
- 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.



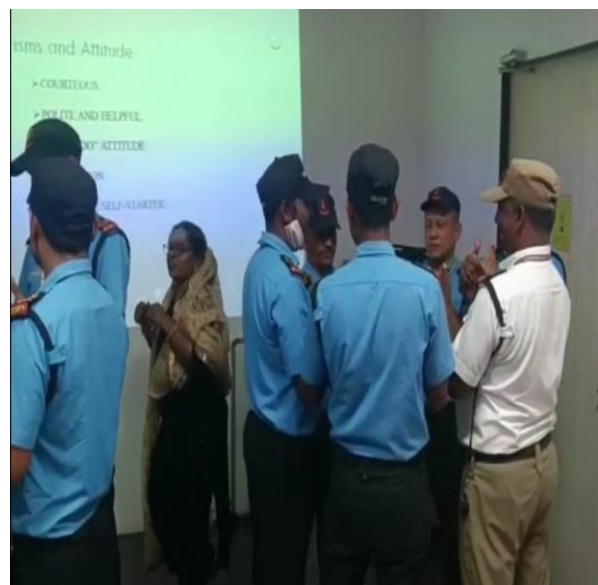
Methodology

- 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 Three: 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.



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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: 17-01-2023

Time: 8.00 am to 3 pm

Sl.No	Department	Name of the Security Guard	Mobile Number	Mail id	Signature
1.	SUP	Mr. Bablu Das	813950755	dasbablu60@gmail.com	
2.	S. Guard	Mr. Tapash Das	9739808164	Tapash	
3.	4	Mr. Ram Bahadur Mahara	9749304946		
4.	4	Mr. Pabitra K. Singh	8416062142		
5.	4	Mr. Jiten Singh	9219619756		
6.	4	Mr. Birendra Singh Joshi	9108365270		
7.	4	Mr. Birendra Singh Joshi	8139909857		
8.	4	Mr. Pathaligappa	8095873839		
9.	4	Mr. Shrimanta Nandi	7892120718		
10.	4	Mr. Ganesh Jatt Bhatt	8277305934		
11.	4	Mr. Bhanu Prasad	7619600221		
12.	4	Mr. Ajit Kumar	8217895123		

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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

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.