



**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 and House Keeping Staff**



**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 and House Keeping Staff on February 10<sup>th</sup>, 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 all Security Guards and House Keeping Staff 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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## **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.





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Attendance:

## NEW HORIZON COLLEGE OF ENGINEERING

### Quality Assurance and Skill Development Center

#### Soft Skill Training

#### Attendance Sheet

#### Grooming and Work Place Etiquettes

Date: 10/2/2023

SECURITY and HOUSE KEEPING STAFF

Time: 2 pm to 3 pm

Sl.No	Department	Name	Mobile Number	Mail id	Signature
1.		Kabita Rani Das	76196 86 717		
2.		Savithri	88676 74 451		
3.		Pramila. P	9611556607		
4.		Nagamma	8861092710		
5.		chandravati			
6.		R. Rathna	7676599706		
7.		Manjula. N	9663946173		
8.		Shanthamma			
9.		T. Sharada	8884970107		
10.		Muniyamma. N	8861863720		

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Attendance:

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### Quality Assurance and Skill Development Center

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#### Attendance Sheet

#### Grooming and Work Place Etiquettes

Date: 10/2/2023

FOR  
SECURITY and HOUSE KEEPING STAFF

Time: 2pm to 5pm.

Sl.No	Department	Name	Mobile Number	Mail id	Signature
1.	Security	Srikanda Simha	9168987809		
2.	"	Khagen Dhal	6001020797		
3.	Housekeeping	Shombu Sathar	9741503195		
4.	"	Suresh Sathar	9883828315		SURESH SATHAR
5.	"	Papai Saha	8552013622		Papai
6.	"	Panchaman Das	8918923717		
7.	"	Kartik R	6366272709		
8.	"	M. Venkatesh	888667454		
9.	"	Mallikarjuna	9986621129		
10.					

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**Grooming and Work Place Etiquettes**

Date: 10/2/2023

SECURITY and HOUSE KEEPING STAFF

Time: 2pm to 3pm

Sl.No	Department	Name	Mobile Number	Mail id	Signature
1.		Saritha Devi. D	7760710011		
2.		Padma.V	9535093022		
3.		Ramanamma. N	6361722709		
4.		Shivamma			
5.		Doddakka	8050737096		
6.		Soloni Marandi	7411663256		
7.		Nagamma	8861719590		
8.		T. Subbamma	8524816080		
9.		Pushpa Sharma	8792151955		
10.					

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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 and House Keeping 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 and Housekeeping Staff.