



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 and Housekeeping 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 March 16th, 2023 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 and Housekeeping 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.



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: Paper Tear Activity

Purpose

To help participants to develop Listening skills

Materials Required

Plain A4 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.



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.



Conclusion

The one-hour training program helped the Security Guards and housekeeping 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 and Housekeeping staff.



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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: 16.03.2023

SECURITY AND HOUSE KEEPING STAFF

Time: 4pm to 3pm

Sl.No	Department	Name	Mobile Number	Mail id	Signature
1.	S/G	Srinantha Srinivas	9168987809		
2.	G/T	Sudhakar Tomang	8371094030		
3.	S/G	ROHAN KUMAR	9693720805		ROHAN K
4.	S/G	Sudhakar Dlp	6351423580		
5.	S/G	Akashdip Subrahmanyan	9862671710		
6.					
7.					
8.					
9.					
10.					

Dean - QASDC



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Grooming and Work Place Etiquettes
SECURITY AND HOUSE KEEPING STAFF

Date: 16-3-2023

Time: open to 5pm

Sl.No	Department	Name	Mobile Number	Mail id	Signature
1.		Saritha Devi ID			
2.		Pudma V			
3.		Ramanna N			
4.		Shivanna			
5.		Doddappa			
6.		Solvi Masandi			
7.		Nafanasa			
8.		T. Subbanna			
9.		Pushpa Sharma			
10.		Manjula N.			

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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