



**Centre for Internal Quality Assurance (CIQA)**  
**Krishna Kanta Handiqui State Open University**  
**City Office, Housefed Complex, Guwahati- 06**

**Report of the Staff Training Programme**

**Held on 27<sup>th</sup> November, 2018**

**1. Background of the workshop:**

We have a strength of about 40 support staff in our university. They have good working experience in different branches of university. However, we felt that the support staffs of KKHSOU need to be refreshed with new knowledge and skills on effective communication. They need to be equipped with latest knowledge on Developing Team Spirit and Developing Interpersonal Skills.

However, in the context of an urgent need, CIQA Office proposed to organize a training programme for the support staff of our university to be conducted by Dr. Debabrata Sarma, Former Faculty, Indian Institute of Business Management (IIBM) on effective communication and interpersonal relations on 27<sup>th</sup> November, '18. We were of the view that one day training programme would be somehow sufficient to meet the objectives as stated above. We propose to organise the training programme as follows,

- i) **Title of the Programme:**  
Effective Communication and Interpersonal Relations
- ii) **Coverage:**
  - Communication Process and Essentials
  - Communication Barriers
  - Improving Communication Skill
  - Developing Team Spirit
  - Developing Interpersonal Skills

## **2. Session Structure:**

Accordingly, a training programme was organized by the Centre for Quality Assurance (CIQA) of the University on 27<sup>th</sup> November 2018 for the support staff of this university. The training dealt with skills required for effective communication and interpersonal relations. We shared an Agenda of the training programme with Dr. Debabrata Sarma, which is placed at Annexure I.

## **3. Proceedings of the Training Programme**

### *Inauguration:*

With the focus of training the support staff of KKHSOU on effective communication and interpersonal relations, a training programme was organised by the CIQA Office of the University on 27<sup>th</sup> November, 2018 in the Conference Hall of the Rubber Board, Zonal Office. Sri Debabrata Sarma, former faculty of IIBM, Khanapara was invited as a Resource Person. It was attended by 38 support staff of the University. A feedback questionnaire was distributed among the participants for measuring the overall effectiveness and their comments regarding the programme.

The programme started with a welcome speech by Ms. Dopati Choudhury, Administrative Officer, CIQA. Sri Debabrata Sarma was warmly welcomed and honoured with a gamosa and a welcome gift by Dr. Arupjyoti Choudhury, Registrar, KKHSOU. The inauguration continued with a speech by Prof. N.N. Sarma, Director (CIQA), focusing on the necessity of a training programme for the support staff. He motivated everyone by stating that how an average person can do above average deeds and accomplishes great tasks. The Registrar of the University appreciated the staff for playing an influential role in accomplishing some major tasks of the University irrespective of their designation. He apprised everyone that, though the Hon'ble Vice Chancellor of KKHSOU was not able to be present in the programme but he has wished everyone good luck and hoped that all the participating employees can acquire the required knowledge from the programme. Dr. Dibyajyoti Mahanta, Dean (Study Centre), showed his contentment in getting to see all the staff members of the University in a single platform and expressed his realization about the strength of KKHSOU. Dr. Bhabaranjan Sarmah, Controller of Examinations, explains how everyone should always be alert and cautious in every task done because a minute mistake can ruin the overall outcome. He gave a few examples in order to relate that. The inauguration session ended and Sri Debabrata Sarma was handed over the platform and was requested to carry forward the programme.

### *The Programme:*

Dr. Sarma started the session with an example of an article named "Have Breakfast or be Breakfast" written by Dr. Y.L.R. Moorthi of IIM, Bangalore, which focuses on the rapid change occurring in the world due to technology. Dr. Sarma focused on the practice of the habit "Learn,

Unlearn and Relearn” for surviving in this competitive world. Then he pointed out the roles played by an employee and how his ability and willingness considerably affects his performance. He described about the soft skills of a person and the significance of it in his work place. The features such as communication skill, analytical thinking, flexibility, negotiation skills, time management, problem solving ability etc. is included in the soft skills and those features build the image of a person. The soft skills along with the technical skills results in core skills. After that, the topic of effective communication was elaborated and a presentation was given on how to have an effective communication. It touched the various mediums of communication and also its barriers like ability of the sender, content, method of communication, skills and attitude of the receiver, organisational factors, and cultural attitudes. The interpersonal skills of a person were elaborated and its developing process, essential competencies, problems were discussed. After the lunch break, a group activity was given to each of the divided groups in order to develop some team spirit. They were given the topics viz. KKHSOU: Genesis and History, Activities and Courses, Campuses and Infrastructure, Organisation Structure, City Office- Surrounding Institutions, and Future Plans. Information was collected by the group members from various sources. A selected group member from each group presented and elaborated the collected points based on their respective topics. Sri Sarma ended the learning session with a video from Dr. Vivek Bindra, a motivational speaker.

After some feedback from the participants regarding their knowledge and information gained from the training programme, the Director (CIQA) ended the programme with a vote of thanks to all the participants.

#### **4. Feedback from the participant:**

A feedback form was administered, which was collected in the afternoon session. Feedback form for the support staff and Feedback datasheet of Staff Training Programme and analysis report are placed at Annexure-II and Annexure-III respectively of this report.

From the data sheet it was found that there was a very positive response on the part of the participants. It can be easily seen that the arrangement made by CIQA for the conduct of training programme has satisfied the supporting staff. Most of the participants have found the sessions very interesting, useful, very relevant, well conduct and fruitful and highly beneficial. According to most of the participants, knowledge and information gained from this training programme met their expectations and useful. The participants requested CIQA office to organize some relevant training programme at regular intervals.

**5. Photos of Staff Training Programme:**



**6. Follow up measures prepared:**

- a) Conducting training programmes/ workshop for the officers and staff of this university in phased manner.
- b) The CIQA Action Plan 2019-20 will be placed in the next meeting of CIQA committee to be held on 19<sup>th</sup> December, 2018 for approval and necessary action. We propose to organize 3nos of training programme for the non teaching staff of the university.
- c) Accordingly a Budget Proposal was placed before Accounts Department for conducting workshop and training programme for officers and support staff of this university.

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**Annexure-I**

**Centre for Internal Quality Assurance (CIQA)**  
**Krishna Kanta Handiqui State Open University**  
**City Office, Housefed Complex, Guwahati- 06**

**Training Programme on Effective Communication and Interpersonal Relations**

**Date:** 27<sup>th</sup> November, 2018

**Time:** 10:30 AM to 4:30 PM

**Venue:** Conference Hall, Rubber Board Zonal Office, Housefed Complex, Dispur

**Agenda**

<b>TIME</b>	<b>PROGRAMME</b>
<b>10:00 AM - 10:30 AM</b>	<b>Registration and Light Refreshment</b>
<b>10:30 AM – 11:00 AM</b>	<b>Inauguration</b>
<b>11:00 AM – 12:45 PM</b>	<b>Communication Process, Barriers and Improving Skill</b>
<b>12:45 PM – 1:30 PM</b>	<b>Lunch</b>
<b>1:30 PM – 2:45 PM</b>	<b>Developing Team Spirit</b>
<b>2:45 PM – 3:00 PM</b>	<b>Tea</b>
<b>3:00 PM – 4:15 PM</b>	<b>Developing Interpersonal Skills</b>
<b>4:15 PM- 4:30PM</b>	<b>Summary and Valediction</b>

**Annexure-II**  
**Centre for Internal Quality Assurance (CIQA)**  
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**Feedback Form for Training Programme**

**Date:** 27<sup>th</sup> November, 2018

**Time:** 10:30 AM to 4:30 PM

**Venue:** Conference Hall, Rubber Board, Zonal Office, Housefed Complex, Dispur

1. How would you rate the overall effectiveness of the training programme?  
a) Excellent    b) Very Good    c) Good    d) Fair    e) Poor
  
2. How would you rate the overall arrangement made by CIQA for the conduct of the training programme?  
a) Excellent    b) Very Good    c) Good    d) Fair    e) Poor
  
3. Knowledge and information gained from participation at this training programme,  
a) Met your expectations    Yes    No    Somehow  
b) Will be useful/applicable in my work    Definitely    Mostly    Somehow    Not at all
  
4. Which topics or aspects of the programme did you find most interesting or useful?  
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5. Your comments and suggestions regarding the conduct of training programme.  
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6. Your comments and suggestions regarding future training programmes to be conducted by CIQA for the staff members of KKHSOU.  
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Name & Signature (*optional*)

### Annexure-III

#### Feedback datasheet of Staff Training Programme

Q. No	Aspects	Excellent	Very Good	Good	Fair	Poor
1	Rate the overall effectiveness of the training programme	16	19	02	0	0
2	Rate the overall arrangement made by CIQA for the conduct of the training programme	14	18	05	0	0

Q.No	Aspects	Yes	No	Somehow
3 (a)	Knowledge and information gained from participation at this training programme met their expectations	34	01	02

Q.No	Aspects	Definitely	Mostly	Somehow	Not at all	Data not available
3 (b)	Knowledge and information gained from participation at this training programme useful and applicable in work	27	03	03	0	04

Q.No	Most interesting and useful topics according to participants
4	<ul style="list-style-type: none"><li>i) Developing personal relationship with customer</li><li>ii) Communication Process</li><li>iii) Attitude of the learner</li><li>iv) Skill Development</li><li>v) Team spirit exercise</li><li>vi) Improving skills and ability</li><li>vii) Polishing performance</li><li>viii) Enhancing soft skill performance</li><li>ix) Developing interpersonal relationships</li><li>x) Team work aspect</li><li>xi) Method of communication and soft skill development</li><li>xii) Developing positive attitude</li></ul>

Q. No	Comments on conduct of Staff Training Programme	Suggestions on conduct of Staff Training Programme
5	i) Very good experience, useful, really helpful, very relevant, good learning experience, activities are very effective, highly beneficial, highly overwhelmed to be a part of training programme, learnt new concepts, enjoyed a lot, excellent experience, well conduct, got good knowledge, got a good platform for self development, special thanks to CIQA office, really effective and enjoyable, well organized	i) Such training programme may be organized frequently ii) To be continued at regular interval iii) Duration of the training programme may be increased iv) Training on self awareness and development of technical skills may be organized v) Request to conduct such workshop in near future vi) Expecting some more training programme in different aspects also vii) Need training on developing personality communication skills
6	Comments regarding future training to be conducted by CIQA	Suggestions regarding future training to be conducted by CIQA
	i) Continue this healthy procedure ii) Request to conduct such training for support staff also iii) CIQA office may be conducted such type of programme minimum twice in a year iv) Duration of the training programme may be at least two days v) Similar type of training programme will be helpful in future vi) Thanks to CIQA Office for the wonderful training vii) Highly motivated	i) Training programme for Grade IV employee also ii) Training on technical skills iii) Training on University rules and regulation iv) Department wise training for support staff v) Training on language development vi) Training programme on office management vii) Training programme as per needs of the employees in practical aspects viii) More training programme should be conducted for the support staff ix) Technical training programme on ICT, since KKHSOU is going to be completely digitized within few years x) Training programme on administrative practices