



**Report on the
Training Programmes conducted for the Multi-Tasking Staff**

Date: 18th February & 25th April, 2019

Venue: Conference Hall, City Office, Housefed Complex, Dispur

**Organised by
Centre for Internal Quality Assurance (CIQA)
Krishna Kanta Handiqui State Open University
*Housefed Complex, Dispur, Guwahati 781006***

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

A Report on the Training Programme conducted for the Multi-Tasking Staff

(First Phase)

For developing the soft skills of the multi-tasking staff of the University, a training programme was conducted on 18th February, 2019 (first phase) by the CIQA Office in the Conference Hall, City Office, Housefed Complex. It was attended by 17 numbers of staff of the University. Dr. Debabrata Sarma, Former Faculty, IIBM was invited as the Resource Person for the programme. Dr. Hitesh Deka, Hon'ble Vice Chancellor of KKHSOU and Dr. Dibyajyoti Mahanta, Dean (Study Centre), KKHSOU were present as the guest of honour in the inauguration. A feedback questionnaire was distributed among the participants for measuring the overall effectiveness and their comments regarding the programme.

The inauguration session started with a welcome speech by Ms. Dopati Choudhury, Administrative Officer, CIQA. Director (CIQA) informed about the motive of organising such a training programme for the staff of the University. The Guests in their speeches spoke about the very importance of the multi-tasking staff of an Institution and showed contentment for conducting the training programme.

After the inauguration, Dr. Debabrata Sarma started the training session. He described in details about the soft skills of a person and the significance of it in the 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. He described the importance of the attitude of a person in every task he does, which plays a major part in its success. The importance of a "can do attitude" in every work was mentioned. Dr. Sarma tried to explain the "90/10 Principle" of life which describes that 10% of life is what happens to us while 90% of life is decided by how we react to it. The participants were divided into four groups and a task was given to each group. It was basically to develop the feeling of team work among the participants.

In the valedictory session, Director (CIQA) requested the participants to share their views regarding the programme and give their feedbacks. He thanked everyone for coming and ended the programme.

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

A Report on the Training Programme conducted for the Multi-Tasking Staff
(Second Phase)

For developing the soft skills like team work, interpersonal skills and communication skills of the multi-tasking staff of the University, a training programme for the remaining uncovered Grade IV staff of our university was conducted on 25th April, 2019 (second phase) by the CIQA Office in the Conference Hall, City Office, Housefed Complex. It was attended by 16 numbers of staff of the University. Dr. Debabrata Sarma, Former Faculty, IIBM was invited as the Resource Person for the second phase also. The training dealt with skills required for team work and developing interpersonal skills. A feedback questionnaire was distributed among the participants for measuring the overall effectiveness and their comments regarding the programme.

Dr. Dibyajyoti Mahanta, Dean (Study Centre), Dr. Bhabaranjan Sarma, Controller of Examinations, Dr. Rahul S. Mazumdar, Dean (Academic) were present as the guest of honour in the inauguration. The inauguration session started with a welcome speech by Prof. N.N.Sarma, Director (CIQA). He informed about the motive of organising such a training programme for the staff of the University. 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. After that Sri Debabrata Sarma was warmly welcomed and honoured with a gamosa by Dr. Dibyajyoti Mahanta, Dean (Study Centre), KKHSOU. The Dean (Study Centre) of the University spoke about the importance of the multi-tasking staff of an Institution and showed gratification for conducting this kind of training programme. Dr. Bhabaranjan Sarmah, Controller of Examinations, motivated everyone by stating that how an average person can do above average deeds and accomplishes great tasks. He gave a few examples in order to relate that. Dr. Rahul S. Mazumdar, Dear (Academic) addressed the trainees and wished that the knowledge and information gained from this training programme would meet their expectations. He also requested CIQA office to organize some relevant training programme at regular intervals.

The inauguration session ended and Sri Debabrata Sarma was handed over the platform and was requested to carry forward the programme.

After the inauguration, Dr. Debabrata Sarma started the training session. He described in details about the soft skills of a person and the significance of it in the 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. He described the importance of the attitude of a person in every task he does, which plays a major part in its success. The importance of a “can do attitude” in every work was mentioned. Dr. Sarma tried to explain the “90/10 Principle” of life which describes that 10% of life is what happens to us while 90% of life is decided by how we react to it. After the lunch break, a group activity was given to each of the divided groups in order to develop some team spirit. The participants were divided into four groups and a task was given to each group. They were given KKHSOU related topics viz. Positive points & Negative points about the University, History, Objectives & Activities, What role we can play to develop the University, as per our understanding, what “changes” are necessary in the University. 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.

In the valedictory session, Director (CIQA) requested the trainees to share their experiences regarding training programme. It was found that there was a very positive response on the part of the participants. It was apparent that the arrangement made by CIQA for the conduct of training programme could satisfy the grade IV staff. The participants requested CIQA office to organize some relevant training programme at regular intervals. 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.

A feedback form was administered, which was collected in the afternoon session. The responses in the feedback form indicated that the programme was well received and was found beneficial by the participants.

The Session Plan and Feedback Questionnaire for both the phases and few selected photos of the Training Programme are attached herewith.

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

Training Programme on Soft Skill

Date: 18th February & 25th April, 2019

Time: 10:30 AM to 4:30 PM

Venue: Conference Hall, City Office, Housefed Complex, Dispur

Session Plan

TIME	PROGRAMME
10:00 AM - 10:30 AM	Registration
10:30 AM – 11:15 AM	Inauguration
11:15 AM – 11:30 AM	Tea Break
11:30 AM– 1:30 PM	Communication Skill and Listening Skill
1:30 PM – 2:15 PM	Lunch
2:15 PM – 3:45 PM	Team Work and Developing Interpersonal Skills
3:45 PM – 4:30 PM	Feedback and Valediction

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

Feedback Form for Training Programme

Date: 18th February & 25th April, 2019

Time: 10:30 AM to 4:30 PM

Venue: Conference Hall, 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?
.....
.....

5. Your comments and suggestions regarding future training programmes to be conducted by CIQA for the Grade IV staff members of KKHSOU.
.....
.....
.....

Name & Signature (*optional*)

Selected Photos of the 1st phase of Training Programme on 18th February, 2019



Selected Photos of the 2nd phase of Training Programme on 25th April, 2019

