

5.1.2 Following Capacity development and skills enhancement initiatives are undertaken by the institution

- 1. Soft skills
- 2. Language and communication skills
- 3. Life skills (Yoga, physical fitness, health and hygiene)
- 4. ICT/ Computing Skills

Soft Skills (2018-19)

Greater Noida Institute of Technology (Engg. Institute)

Plot No. 7, Knowledge Park II, Greater Noida Uttar Pradesh 201310 India





CIRCULAR

Dated: 18th Apr, 2019

Dear Parents/Guardians/Students,

We are pleased to inform you that the Corporate Skill Development Centre (CSDC) department is organizing a one-day workshop on **29.04.2019** for **CSE 3**rd **Yr 6**th **Sem A.** The title of the workshop is "**Digital Etiquette**".

The objective of the workshop is to make students aware of the professional etiquettes pertaining to digital platform including E-mails, WhatsApp, etc.

All are required to attend the workshop.

Signature (Amit Kumar, HOD, CSDC)

of Tech

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Greater No

1. Copy to:

Director / Director (QARM) /Deans /HODs /Registrar /HR /System Administrator /Admin/ ERP officer /Librarian / Notice Board.

CSDC Workshop on

Digital Etiquette

Academic Year 2018-2019 Branch CS**, (Sec- A) 3r^d** Year, 6th Semester

Attendance Sheet

Sr. No	Roll No	Name of Student	Signature
1	1413210117	RAHUL KUMAR	Rapel Ken
2	1513210079	MANI KUMAR	(A)
3	1513210149	SHIVAM SINGH	Moran
4	1513210045	ATUL CHAUDHARY	A
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27	1613210006	ABHIJEET MISHRA	A
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29	1613210079	KARAN SINGH RAWAT	(A)
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62	1713210908	RAHUL PATHAK	
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Signature of Workshop Coordinator





ACADEMIC YEAR: 2018-19

Summary Report: Workshop on Digital Etiquette

Branch CSE Year 3rd Sem 6th Sen

Number of Participants: 64. Date: 29/4/19

Overview: The Digital Etiquette Workshop was conducted at GNIOT. The primary objective of the workshop was to educate participants on the importance of practicing good digital etiquette in various online communication channels. The workshop aimed to enhance participants' understanding of appropriate behavior, professionalism, and effective communication in the digital realm.

Key Topics Discussed:

- Introduction to Digital Etiquette: The workshop began with an introduction to digital etiquette and its significance in today's interconnected world. Participants gained an understanding of the impact of their online behavior on personal and professional relationships, reputation, and overall communication effectiveness.
- Professional Email Communication: This session focused on best practices for writing professional emails. Participants learned techniques for composing clear and concise messages, using appropriate salutations and signatures, employing proper grammar and punctuation, and considering the tone and intent of their emails.
- 3. Netiquette in Online Communication: The workshop addressed netiquette, which refers to etiquette in online communication platforms such as social media, chat applications, and discussion forums. Participants learned guidelines for respectful and effective communication, including the use of proper language, avoiding offensive or derogatory remarks, and acknowledging others' opinions.
- 4. Digital Presence and Personal Branding: This session explored the concept of digital presence and its impact on personal branding. Participants gained insights into managing their online image, protecting their privacy and security, and using digital platforms to build a positive and professional online reputation.
- Online Meeting Etiquette: The workshop discussed etiquette guidelines for online meetings and video conferences. Participants learned techniques for being punctual, dressing appropriately, maintaining professionalism in virtual settings, muting when not speaking, and engaging actively in discussions.

Activities and Exercises: To enhance participants learning experience and encourage active participation, the Digital Etiquette Workshop incorporated various activities and exercises. such as:

Greater Noida

- Case Studies and Group Discussions: Participants engaged in case studies and group discussions to analyze real-life scenarios related to digital etiquette. They discussed appropriate responses, shared experiences, and exchanged insights on navigating challenging online communication situations.
- Email Writing Exercises: Participants practiced writing professional emails, focusing on clarity, tone, and effective communication. They received feedback from the facilitators and peers to improve their email writing skills and adherence to digital etiquette.
- Role-Playing: Participants participated in role-playing exercises simulating online meeting scenarios. They practiced demonstrating proper online meeting etiquette, such as introducing themselves, using video and audio features appropriately, and engaging respectfully with other participants.

Key Outcomes: The Digital Etiquette Workshop yielded several key outcomes for the participants, including:

- Enhanced Digital Communication Skills: Participants developed a deeper understanding of effective digital communication techniques. They learned how to craft professional emails, engage respectfully in online platforms, and navigate virtual meetings with confidence and professionalism.
- Improved Professionalism and Online Reputation: The workshop empowered
 participants to build and maintain a positive online reputation. They gained
 insights into presenting themselves professionally, protecting their privacy and
 security, and using digital platforms to enhance their personal brand.
- Respectful and Effective Online Communication: Participants acquired guidelines and strategies for practicing respectful and effective online communication. They learned to use appropriate language, express opinions respectfully, and consider the impact of their words and actions in the digital sphere.
- 4. Increased Awareness of Digital Etiquette: Participants developed a heightened awareness of the importance of digital etiquette in personal and professional interactions. They understood the impact of their online behavior on relationships, reputation, and overall communication effectiveness.

Conclusion: The Digital Etiquette Workshop provided participants with valuable knowledge.









CIRCULAR

Dated: 01st Mar, 2019

Dear Parents/Guardians/Students,

We are pleased to inform you that the Corporate Skill Development Centre (CSDC) department is organizing a one-day workshop on **06.03.2019** for **ME 3**rd **Yr 6**th **Sem A.** The title of the workshop is "**Resume Boot Camp**".

The objective of this workshop is to make the learners understand the impact and purpose of Resume for Job Interviews.

All are required to attend the workshop.

Signature (Amit Kumar, HOD, CSDC)

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1. Copy to:

Director / Director (QARM) /Deans /HODs /Registrar /HR /System Administrator /Admin/ ERP officer /Librarian / Notice Board.

6th marchyd

CSDC Workshop on

Resume Bootcamp

Academic Year 2018-2019 Branch M**E, 3rd** Year, 6th Semester

Attendance Sheet

Sr,No	Roll No	Name of Student	Signature
1	1513240074	DIWAKAR KUMAR	Querkon
2	1513240001	AASHISH KUMAR	(A)
3	1613240037	AVESH ALAM	P
4	1613240017	AMAN	Aron
5	1613240050	DUSHYANT CHAUHAN	(A)
6	1613240010	ABHISHEK KUMAR RAI	April
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12	1613240015	AKSHAY SAHANI	1494 HEIDT
13	1613240040	CHAITANYA KUMAR	Chehnya
14	1613240011	ABHISHU KUMAR	
15	1613240016	AKSHAY YADAV	39164
16	1613240002	AAQUIB NEYAZ KHAN	A
17	1613240033	ASHISH KUMAR SINGH	Ashish K. Ly
18	1613240039	BAIRISTER KUMAR SHARMA	D
19	1613240012	ABHYUDAY SHAANDILYA	la l
20	1613240054	GAURAV TIWARI	(2)
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27	1613240007	ABHISHEK KUMAR SINGH	Aschel
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41	1613240042	CHETAN SHARMA	(A)
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44	1613240047	DHANANJAY SINGH	0
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Signature of Workshop Coordinator

Date Greater Noida **

Signature of HOD-CSDC

ACADEMIC YEAR: 2018-19

Summary Report: Workshop on Resume Bootcamp

Branch ME Year 30d Sem 6th

Number of Participants: 51 Date: 06 3 2019

Overview:

The Resume Bootcamp Workshop was conducted at GNIOT. The workshop aimed to equip participants with the knowledge and skills necessary to create impactful and professional resumes. The primary objective was to help participants effectively showcase their qualifications, experiences, and skills to potential employers.

Key Topics Discussed:

Resume Essentials: The workshop began with an overview of the essential components of a resume. Participants learned about the importance of a clear and concise resume format, proper structuring, and the inclusion of relevant sections such as contact information, professional summary, work experience, education, and skills.

Tailoring Resumes to Job Descriptions: This session focused on tailoring resumes to specific job descriptions. Participants learned techniques for analyzing job requirements, identifying keywords, and customizing their resumes to align with the needs of employers.

Highlighting Achievements and Skills: The workshop addressed the significance of highlighting achievements and skills on resumes. Participants learned strategies for effectively showcasing their accomplishments, quantifying results, and emphasizing relevant skills that align with the desired job role.

Resume Design and Formatting: This session emphasized the importance of visual appeal and readability in resume design. Participants learned about appropriate font styles, formatting techniques, and the use of white space to enhance the overall presentation of their resumes.

Resume Review and Editing: The workshop discussed the importance of reviewing and editing resumes for clarity and accuracy. Participants learned techniques for proofreading, eliminating errors, and seeking feedback from peers or professionals to ensure a polished final version.

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Activities and Exercises:

To facilitate hands-on learning and practical application, the Resume Bootcamp Workshop incorporated various activities and exercises, such as:

Resume Writing Exercises: Participants engaged in resume writing exercises to apply the concepts learned during the workshop. They worked on crafting the resumes based on provided templates or examples, incorporating the strategies and techniques discussed.

Group Critique and Feedback: Interactive group critique sessions provided participants with opportunities to receive feedback on their resumes. They shared their drafts with peers and received constructive suggestions for improvement, allowing them to refine their resumes and make them more impactful.

Customization Practice: Participants practiced customizing their resumes for specific job descriptions. They analyzed sample job postings, identified relevant keywords and requirements, and modified their resumes accordingly to better match the desired positions.

Key Outcomes:

The Resume Bootcamp Workshop resulted in several key outcomes for the participants, including:

Enhanced Resume Writing Skills: Participants developed and enhanced their resume writing skills. They gained knowledge of effective resume formats, structuring techniques, and strategies for highlighting achievements and skills, allowing them to create compelling resumes.

Customized and Targeted Resumes: The workshop empowered participants to tailor their resumes to specific job descriptions. They learned how to align their qualifications and experiences with the needs of employers, increasing their chances of getting noticed by hiring managers.

Improved Resume Design and Formatting: Participants acquired an understanding of resume design principles. They learned how to present their information in a visually appealing and professional manner, making their resumes stand out among the competition.

Attention to Detail and Proofreading: The workshop emphasized the importance of attention to detail and proofreading in resume writing. Participants learned techniques for eliminating errors, ensuring clarity and accuracy, and presenting themselves in the best possible light to potential employers.

Conclusion:

The Resume Bootcamp Workshop provided participants with valuable knowledge, skills, and practical exercises to enhance their resume writing abilities. By focusing on resume essentials, customization, and design, participants gained the confidence and expertise needed









CIRCULAR

Dated: 05th Apr, 2019

Dear Parents/Guardians/Students,

We are pleased to inform you that the Corporate Skill Development Centre (CSDC) department is organizing a one-day workshop on 17.04.2019 for IT 3rd Yr 6th Sem A. The title of the workshop is "Evidence Based Competency Mapping".

The objective of this workshop was to provide participants with a comprehensive understanding of competency mapping and equip them with the knowledge and skills to develop evidence-based competency frameworks within their organizations.

All are required to attend the workshop.

Signature (Amit Kumar, HOD, CSDC)

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Direct

Greater No

1. Copy to:

Director / Director (QARM) /Deans /HODs /Registrar /HR /System Administrator /Admin/ ERP officer /Librarian / Notice Board.

CSDC Workshop on

Evidence Based Competency Mapping

Academic Year 2018-2019 Branch I.T**, (Sec- A) 3r^d** Year, 6th Semester

Attendance Sheet

144		Attendance Sneet	
Sr. No	Roll No	Name of Student	Signature
1	1513213021	ANUJ PATEL	Drug Postel
2	1513213005	ABHISHEK KUMAR	Offergan
3	1513213098	SHRIKANT BRAHMANKAR	0
4	1513213040	ISHWAR	Johner
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9	1613213036	ASIF CHAUDHARY	sant
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11	1613213050	HARSH THAKUR	
12	1613213076	NIMIT KUMAR	Aim
13	1613213062	MANSI AGRAHARI	(A)
14	1613213026	ANKUR NIGAM	Anker Alla
15	1613213053	JASH GHOSH	A A
16	1613213114	SOURAV TIWARI	Seven Liver
17	1613213070	MONIKA SINGH	some Liwan'
18	1613213091	RISHABH GUPTA	0
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28	1613213063	MD ASFAND NOOR	(A)
29	1613213008	AISHWARYA SHARMA	A)
30	1613213103	SHIV KUMAR	Shw
31	1613213054	JAYESH RAJ	Tayer Rol.
32	1613213043	DIKSHA KUMARI	(A)
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Signature of Workshop Coordinator





ACADEMIC YEAR: 2018-19

Summary Report: Workshop on Evidence-Based Competency Mapping

Branch IT , Year 2018-19) Sem 6th

Number of Participants: 61.

Date: 17/04/19

<u>Overview:</u> The Evidence-Based Competency Mapping Workshop was conducted at GNIOT. The primary objective of the workshop was to provide participants with a comprehensive understanding of competency mapping and equip them with the knowledge and skills to develop evidence-based competency frameworks within their organizations.

Key Topics Discussed:

- Introduction to Competency Mapping: The workshop began with an introduction to competency mapping, explaining its significance in talent management and organizational development. Participants gained insights into the key concepts, principles, and benefits of competency mapping.
- Identifying Core Competencies: This session focused on the process of identifying core competencies required for specific job roles within an organization. Participants learned various methods, such as job analysis, interviews, and surveys, to gather data and identify essential competencies.
- Developing Competency Frameworks: The workshop delved into the process of developing competency frameworks based on evidence and research. Participants learned about different approaches and models for mapping competencies, including behavioral indicators, proficiency levels, and jobspecific competencies.
- 4. Competency Assessment and Validation: This session explored methods for assessing and validating competencies within an organization. Participants gained insights into competency assessment techniques such as behavioral interviews, assessment centers, and self-assessments. They also learned how to establish the validity and reliability of competency frameworks.
- 5. Implementing Competency Mapping: The workshop concluded with a session of Technology on implementing competency mapping in organizations. Participants discussed strategies for integrating competency frameworks into various HR processes, including recruitment, performance management, training, and career development.

Activities and Exercises: The workshop incorporated several activities and exercises to engage participants and reinforce their learning. These activities included:

- Case Studies: Participants worked in groups to analyze real-world case studies related to competency mapping. They applied their knowledge to identify competencies, develop frameworks, and propose strategies for implementation.
- Group Discussions: Interactive group discussions allowed participants to share their experiences, challenges, and best practices related to competency mapping. They exchanged ideas, learned from each other's perspectives, and brainstormed solutions.
- 3. Hands-on Exercises: Practical exercises were conducted to provide participants with hands-on experience in identifying competencies and developing competency frameworks. They worked individually and in groups to apply the learned techniques and receive feedback from the facilitators.

Key Outcomes: The Evidence-Based Competency Mapping Workshop yielded several key outcomes for the participants, including:

- Enhanced Knowledge: Participants gained a thorough understanding of competency mapping concepts, methods, and best practices. They acquired the knowledge and skills required to develop evidence-based competency frameworks within their organizations.
- Practical Application: Through case studies and hands-on exercises, participants gained practical experience in identifying competencies, developing frameworks, and implementing competency mapping in various HR processes.
- Networking and Collaboration: The workshop provided participants with networking opportunities to connect with professionals from different industries. They exchanged ideas, shared resources, and established potential collaborations for future endeavors.
- 4. Improved Organizational Effectiveness: Participants gained insights into the impact of evidence-based competency mapping on organizational effectiveness. They learned how to align competencies with organizational goals, improve talent management practices, and enhance overall performance.

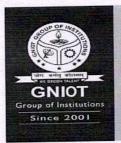
<u>Conclusion:</u> The Evidence-Based Competency Mapping Workshop proved to be a valuable learning experience for the participants, enabling them to develop evidence-based competency frameworks and enhance talent management practices within their organizations. The workshop's focus on practical application, networking, and collaboration contributed to the participants' professional growth and the overall success of the event. The workshop emphasized the importance of evidence-based approaches in competency mapping to drive organizational excellence.



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Director

Noida





5.1.2

Capacity Building and Skills
Enhancement Initiatives taken by the
Institution

Soft Skills (PG Course: MBA/MCA)



Greater Noida Institute of Technology (Engg. Institute)

Plot No. 7, Knowledge Park II, Greater Noida
Uttar Pradesh 201310 India





CIRCULAR

Dated: 17th Sep, 2019

Dear Parents/Guardians/Students,

We are pleased to inform you that the Corporate Skill Development Centre (CSDC) department is organizing a one-day workshop on **24.09.2019** for MCA 3rdYr 5thSem A. The title of the workshop is "Resume Boot camp".

The objective of this workshop is to make the learners understand the impact and purpose of Resume for Job Interviews.

All are required to attend the workshop.

Signature (Amit Kumar, HOD, CSDC)

Greater Nov

1. Copy to:
Director /Director (QARM) /Deans /HODs /Registrar /HR /System
Administrator /Admin/ ERP officer /Librarian / Notice Board.

CSDC Workshop on

Resume Bootsamp

Academic Year 2019-2020 Branch MCA, **3rd** Year, 5th Semester

Attendance Sheet

S.No.	Roll No	Name	Signature of Student
1	1713214010	VIKAS KUMAR	Vildas
2	1713214008	SHIVAM CHAUHAN	
3	1713214006	RAJNI KUMARI	0
4	1713214005	BHARTI KUMARI	Bhorte
5	1713214009	UMESH DANU	
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13	1813214906	BRIJMOHAN PRAJAPATI	
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23	1813214915	MANJESH KUMAR	
24	1813214904	ANAND SINGH	Hard High
25	1813214903	AMBIKA SINGH	Ambika high
26	1813214916	MANVENDRA SINGH * Grantar Nova	manuals la

27	1813214901	ABHIJEET NARAYAN TIWARI	John rest prayer
28	1813214919	NAVEEN KUMAR PANDEY	Marcen
29	1813214928	SATISH KUMAR BHARTI	A
30	1813214934	VIKASH KUMAR SHRIVASTVA	Vikash Kr Enves
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32	1813214905	ANSHIK CHAUHAN	Anulle
33	1813214924	PULKIT SHARMA	A
34	1813214907	CHANDRA BHUSHAN KUMAR	Chardra Mushow K
35	1813214936	YASHOVERDHAN SRIVASTAV	
36	1813214910	HARIOM KUMAR	Harson Kuman
37	1813214902	AKASH VERMA	AKOSK Venna
38	1813214929	SHASHANK NIRANJAN	Hocherk Nijayan
39	1813214926	RAUSHAN KUMAR	(A)
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Signature of Workshop Coordinator

Signature of HQD-CSBC

Date

24-09-2019



ACADEMIC YEAR: 2019-20

Summary Report: Workshop on Resume Bootcamp Branch MCA Year 3 dyr Sem 5 th Sen

Number of Participants: 44. Date: 24/9/19

Overview:

The Resume Bootcamp Workshop was conducted at GNIOT. The workshop aimed to equip participants with the knowledge and skills necessary to create impactful and professional resumes. The primary objective was to help participants effectively showcase their qualifications, experiences, and skills to potential employers.

Key Topics Discussed:

Resume Essentials: The workshop began with an overview of the essential components of a resume. Participants learned about the importance of a clear and concise resume format, proper structuring, and the inclusion of relevant sections such as contact information, professional summary, work experience, education, and skills.

Tailoring Resumes to Job Descriptions: This session focused on tailoring resumes to specific job descriptions. Participants learned techniques for analyzing job requirements, identifying keywords, and customizing their resumes to align with the needs of employers.

Highlighting Achievements and Skills: The workshop addressed the significance of highlighting achievements and skills on resumes. Participants learned strategies for effectively showcasing their accomplishments, quantifying results, and emphasizing relevant skills that align with the desired job role.

Resume Design and Formatting: This session emphasized the importance of visual appeal and readability in resume design. Participants learned about appropriate font styles, formatting techniques, and the use of white space to enhance the overall presentation of their resumes.

Resume Review and Editing: The workshop discussed the importance of reviewing and editing resumes for clarity and accuracy. Participants learned techniques for proofreading, eliminating errors, and seeking feedback from peers or professionals to ensure a polished final version.

Activities and Exercises:

To facilitate hands-on learning and practical application, the Resume Bootcamp Workshop incorporated various activities and exercises, such as:

Resume Writing Exercises: Participants engaged in resume writing exercises to apply the concepts learned during the workshop. They worked on crafting their own resumes based on provided templates or examples, incorporating the strategies and techniques discussed.

Group Critique and Feedback: Interactive group critique sessions provided participants with opportunities to receive feedback on their resumes. They shared their drafts with peers and received constructive suggestions for improvement, allowing them to refine their resumes and make them more impactful.

Customization Practice: Participants practiced customizing their resumes for specific job descriptions. They analyzed sample job postings, identified relevant keywords and requirements, and modified their resumes accordingly to better match the desired positions.

Key Outcomes:

The Resume Bootcamp Workshop resulted in several key outcomes for the participants, including:

Enhanced Resume Writing Skills: Participants developed and enhanced their resume writing skills. They gained knowledge of effective resume formats, structuring techniques, and strategies for highlighting achievements and skills, allowing them to create compelling resumes.

Customized and Targeted Resumes: The workshop empowered participants to tailor their resumes to specific job descriptions. They learned how to align their qualifications and experiences with the needs of employers, increasing their chances of getting noticed by hiring managers.

Improved Resume Design and Formatting: Participants acquired an understanding of resume design principles. They learned how to present their information in a visually appealing and professional manner, making their resumes stand out among the competition.

Attention to Detail and Proofreading: The workshop emphasized the importance of attention to detail and proofreading in resume writing. Participants learned techniques for eliminating errors, ensuring clarity and accuracy, and presenting themselves in the best possible light to potential employers.

Conclusion:

The Resume Bootcamp Workshop provided participants with valuable knowledge, skills, and practical exercises to enhance their resume writing abilities. By focusing on resume essentials, customization, and design, participants gained the confidence and expertise needed



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CIRCULAR

Dated: 30th July, 2019

Dear Parents/Guardians/Students,

We are pleased to inform you that the Corporate Skill Development Centre (CSDC) department is organizing a one-day workshop on **05.08.2019** for MBA 2nd Yr 3rd Sem A. The title of the workshop is "Telephonic Etiquette".

The objective of the workshop is to make students aware of the professional etiquettes pertaining to talk over telephone, WhatsApp, etc.

All are required to attend the workshop.

Signature (Amit Kumar, HOD, CSDC)

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1. Copy to:

Director /Director (QARM) /Deans /HODs /Registrar /HR /System Administrator /Admin/ ERP officer /Librarian / Notice Board.

CSDC Workshop on

Telephonic Eliquelle

Academic Year 2019-2020 Branch M.B.A, **2nd** Year, 3rd Semester

Attendance Sheet

	B-U.N	Name	Signature of Student
S.No.	Roll No	Name	O 1
1	1813270016	DEEPAK KUMAR SINGH	· Surpak
2	1813270048	VAISHALI RAJPUT	(Din
3	1813270027	MD. WASHID	We -
4	1813270044	SOMI WALIA	Sami
5	1813270034	ROCKY AWANA	De
6	1813270043	SHRUTI RAIMAJHI	Don
7	1813270037	SANAPALA SATYANARAYANA	
8	1813270033	RISHAV RAJ	Rishow
9	1813270003	ABHISHEK SINGH	Apply colle
10	1813270012	KM. ASHA VERMA	Ben
11	1813270011	ANUJ KUMAR SINGH	Anis
12	1813270006	MISHRA AJITKUMAR RAMAPATI	Mi'shew
13	1813270023	KARAMVEER KUMAR	Den
14	1813270040	SHAHANA FATMA	
15	1813270032	RAJAT CHAUHAN	Rayat
16	1813270009	ANJALI KUMARI	Per
17	1813270015	DAMINI KAUSHIKI	Sumans
18	1813270039	SAQUIB MOKHTAR	Saguilo
19	1813270028	MOHD VANISH	Vanish
20	1813270017	DURGA CHARAN PANDEY	Der Der
21	1813270030	NIDHI CHAUDHARY Greater Not	Noz
22	1813270001	AANCHAL	Den
23	1813270047	URUSA PARWEEN	Ces Von

24	1813270042	SHIVENDRA SINGH	Sh
25	1813270038	SANDESH KUMAR GUPTA	Sunderp
26	1813270010	ANU SHARMA	Any
27	1813270029	MONEY SINGH	money
28	1813270004	AJAY KUMAR SHARMA	Des
29	1813270019	GAURAV BHATI	Gus
30	1813270018	EKTA PANDEY	EXta
31	1813270031	PRABHAT KUMAR	
32	1813270021	HARSHIT GOEL	Haushild
33	1813270036	SAKSHI SHARMA	Sec
34	1813270025	KM. SAPNA MEENA	2
35	1813270049	VARSHA ROY	Don
36	1813270026	KM. SHRISTI MISHRA	KMishee
37	1813270007	ALI ZISHAN	Dez
38	1813270050	WASIF ALI	win
39	1813270022	HEMANT KUMAR	Den
40	1813270046	TAHSEEM RAZA	Pr
41	1813270008	AMEER HASAN	Amely
42	1813270005	AJAY KUMAR SINGH	Aga
43	1813270045	SONAL GOVIL	Den
44	1813270024	KM ARCHANA GAUTAM	Ken
45	1813270014	AVINASH KUMAR	Aunish
46	1813270035	SAHIL PARVEZ	Short-1

Signature of Workshop Coordinator

Signature of HOD- CSDC

ACADEMIC YEAR: 2019-20

Summary Report: Workshop on Telephonic Etiquette

Branch MCA Year 2nd Sem 3rd

Number of Participants: 46. Date: 5/08/19

Overview: The Telephonic Etiquette Workshop was conducted at GNIOT The workshop aimed to educate participants on the importance of practicing good telephone etiquette in professional and personal settings. The primary objective was to enhance participants' understanding of effective communication, professionalism, and customer service over the phone. The event attracted [Insert Number] participants from diverse backgrounds seeking to improve their telephonic communication skills.

Key Topics Discussed:

- Introduction to Telephonic Etiquette: The workshop began with an introduction
 to telephonic etiquette and its significance in modern communication.
 Participants gained an understanding of the impact of their telephone
 behavior on customer satisfaction, professional image, and overall
 communication effectiveness.
- Telephone Communication Skills: This session focused on developing effective telephone communication skills. Participants learned techniques for answering calls professionally, introducing themselves and their organizations, active listening, and providing clear and concise information.
- 3. Tone and Voice Modulation: The workshop addressed the importance of tone and voice modulation in telephonic communication. Participants learned how to use a friendly and professional tone, vary their voice pitch and pace to convey emotions appropriately, and project a positive image over the phone.
- 4. Dealing with Difficult Callers: This session discussed strategies for handling difficult callers and challenging situations. Participants learned techniques for maintaining composure, empathy, and problem-solving skills when encountering angry or demanding callers.
- 5. Telephone Etiquette for Customer Service: The workshop emphasized the importance of providing excellent customer service over the phone. Participants learned guidelines for responding to customer inquiries, resolving complaints, and representing their organizations positively through effective telephone interactions.

Activities and Exercises: To facilitate practical learning and active participation the Telephonic Etiquette Workshop incorporated various activities and exercises such as:

1. Role-Playing Exercises: Participants engaged in role-playing exercises simulating different telephone scenarios. They practiced answering calls, responding to inquiries, handling difficult situations, and providing excellent

customer service. Feedback from facilitators and peers helped participants refine their telephone etiquette skills.

- Group Discussions: Interactive group discussions allowed participants to share experiences, challenges, and best practices related to telephonic communication. They exchanged insights, discussed effective techniques, and brainstormed solutions to common telephone etiquette issues.
- Telephone Skills Practice: Participants had the opportunity to practice their telephone communication skills through mock calls and exercises. They received feedback on their tone, clarity, and professionalism, enabling them to improve their telephonic communication effectiveness.

<u>Key Outcomes:</u> The Telephonic Etiquette Workshop resulted in several key outcomes for the participants, including:

- Enhanced Telephone Communication Skills: Participants developed and refined their telephone communication skills. They learned techniques for answering calls professionally, active listening, providing clear information, and projecting a positive image through their telephone interactions.
- Improved Customer Service: The workshop empowered participants to provide excellent customer service over the phone. They gained strategies for responding to customer inquiries, handling complaints, and maintaining professionalism and empathy during challenging situations.
- Professional Image and Reputation: Participants gained an understanding of the impact of their telephone behavior on their professional image and organizational reputation. They learned to convey professionalism, warmth, and competence through their telephone interactions, enhancing customer satisfaction and loyalty.
- 4. Confidence in Handling Calls: The workshop instilled confidence in participants when handling telephone calls. They learned techniques for managing difficult callers, remaining calm and composed, and problemsolving effectively, resulting in more productive and positive phone interactions.

<u>Conclusion:</u> The Telephonic Etiquette Workshop provided participants with valuable knowledge, skills, and practical experience to enhance their telephonic communication effectiveness. By focusing on telephone communication skills, customer

