

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 (2019-20)

Greater Noida Institute of Technology (Engg. Institute)

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





Dated: 20th 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 27.07.2019 for ME 3rd Yr 6th 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.

(Amit Kumar, HOD, CSDC)

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Copy to:

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

CSDC Workshop on

Telephonic Etiquette

Academic Year 2019-2020 Branch M.E, **3r**^d Year, 6th Semester

Attendance Sheet

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Signature of Workshop Coordinator

Signature of HOD- CSDC

27-07-2019



ACADEMIC YEAR: 2019-20

Summary Report: Workshop on Telephonic Etiquette

Branch ME Year 3rd Sem 6+h

Number of Participants: 52 Date: 27-7-19

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.
- 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.
- 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.
- 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.

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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.
- 2. 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



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Dated: 17th Nov, 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 **25.11.2019** for **EC 3**rd**Yr 6**th **Sem.** The title of the workshop is "**Resonant Leadership**"

The objective of the workshop is to inculcate leadership skills in the students. Resonant leadership emphasizes the importance of emotional intelligence, empathy, and creating positive emotional connections with team members to inspire and motivate them.

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

Resonant leadership

Academic Year 2019-2020

Branch E,C, 3rd Year, 6th Semester

S.No.	Roll No	Name	Signature of Student
1	1613231004	ABHISHEK KUMAR SINGH	0
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Signature of Workshop Coordinator

Signature of HOD-CSDC

25/11/2019



ACADEMIC YEAR: 2 019-20

Summary Report: Workshop on Resonant Leadership

Branch EC Year 3rdy Sem 6 th Sem

Number of Participants: 60 Date: 25/11/19

Overview: The Resonant Leadership Workshop was conducted at GNIOT. The workshop aimed to cultivate and develop resonant leadership skills among participants. Resonant leadership emphasizes the importance of emotional intelligence, empathy, and creating positive emotional connections with team members to inspire and motivate them.

Key Topics Discussed:

- Introduction to Resonant Leadership: The workshop began with an introduction to resonant leadership, explaining its core principles and the impact it has on individuals and teams. Participants gained an understanding of the importance of emotional intelligence, self-awareness, and empathy in effective leadership.
- Emotional Intelligence and Self-Awareness: This session focused on emotional intelligence as a foundation for resonant leadership. Participants learned techniques to develop self-awareness, understand their emotions and triggers, and manage their emotional responses effectively.
- Building Positive Emotional Connections: The workshop emphasized the significance of building positive emotional connections with team members. Participants learned strategies to foster trust, empathy, and authentic communication, creating an environment that promotes collaboration, growth, and productivity.
- 4. Inspiring and Motivating Teams: This session addressed techniques for inspiring and motivating teams as a resonant leader. Participants learned how to communicate a compelling vision, align individual and team goals, provide meaningful feedback and recognition, and empower team members to reach their full potential.
- 5. Sustaining Resonant Leadership: The workshop discussed strategies for sustaining resonant leadership over time. Participants learned the importance of Technologies of self-care, resilience, and continuous growth and development as a leader. They explored techniques for managing stress, maintaining work-life balance, and fostering a culture of well-being within their teams.

Activities and Exercises: To facilitate experiential learning and promote active participation, the Resonant Leadership Workshop incorporated various activities and reater North exercises, such as:

1. Self-Reflection Exercises: Participants engaged in self-reflection activities to assess their current leadership styles, strengths, and areas for growth. They

- were encouraged to identify opportunities for applying resonant leadership principles in their professional roles.
- Group Discussions and Case Studies: Interactive group discussions and case studies allowed participants to explore real-life leadership scenarios and challenges. They shared insights, exchanged perspectives, and collectively brainstormed solutions, fostering a collaborative learning environment.
- Role-Playing and Simulations: Participants participated in role-playing exercises and simulations to practice resonant leadership techniques. They simulated challenging leadership situations, such as providing feedback or resolving conflicts, and received feedback from facilitators and peers to enhance their leadership skills.

Key Outcomes: The Resonant Leadership Workshop resulted in several key outcomes for the participants, including:

- Enhanced Emotional Intelligence: Participants developed a deeper understanding of emotional intelligence and its role in effective leadership. They gained self-awareness, empathy, and the ability to manage their emotions, leading to improved interpersonal relationships and team dynamics.
- Strengthened Leadership Abilities: The workshop empowered participants with resonant leadership skills. They learned techniques for building positive emotional connections, inspiring and motivating teams, and aligning individual and organizational goals, leading to improved leadership effectiveness.
- Increased Collaboration and Productivity: Participants acquired strategies to create a collaborative and productive work environment. They learned how to foster trust, open communication, and a sense of belonging within their teams, resulting in increased collaboration, innovation, and team performance.
- 4. Personal Growth and Well-being: The workshop emphasized the importance of personal growth and well-being for resonant leaders. Participants gained insights into self-care, stress management, and work-life balance, enabling them to sustain their leadership effectiveness.









Dated: 20th Jan, 2020

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 **27.01.2020** for **EE 3**rd**Yr 6**th**Sem A.** The title of the workshop is "Anger & Stress Management".

The sole objective is to learn to deal with adverse situations and difficulties of life and working in a better manner.

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 Anger & Stress Management

Academic Year 2019-2020

Branch E,E, 3rd Year, 6th Semester

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Signature of Workshop Coordinator

27/01/2020

Signature of HOD-CSDC

ACADEMIC YEAR: 2019-20

Summary Report: Workshop on Anger & Stress Management

Branch E. F Year 3rd Sem 64

Number of Participants: 55 Date: 27/01/20

Overview:

The Anger & Stress Management Workshop was conducted on at GNIOT]. The primary objective of the workshop was to provide participants with practical strategies and techniques to manage anger and stress effectively. The workshop aimed to empower participants with the skills necessary to maintain emotional well-being and cultivate healthy coping mechanisms.

Key Topics Discussed:

Understanding Anger and Stress: The workshop began with an exploration of anger and stress, their causes, and their impact on personal and professional lives. Participants gained insights into the physiological and psychological aspects of anger and stress, and the potential consequences of unmanaged emotions.

Anger Management Techniques: This session focused on providing participants with tools and techniques for managing anger constructively. Participants learned strategies such as deep breathing, cognitive reframing, assertive communication, and problem-solving to effectively address and express anger in a healthy manner.

Stress Management Strategies: The workshop delved into stress management strategies to help participants cope with stressors in their lives. Participants learned techniques such as relaxation exercises, time management, setting boundaries, and self-care practices to reduce and manage stress effectively.

Emotional Regulation: This session emphasized the importance of emotional regulation in managing anger and stress. Participants learned skills to recognize and stress understand their emotions, practice self-awareness, and develop emotional intelligence to respond to challenging situations in a more composed and constructive manner.

Conflict Resolution: The workshop addressed conflict resolution as an essential component of anger and stress management. Participants learned techniques for effective conflict resolution, including active listening, empathy, and negotiation skills to promote positive outcomes and reduce potential sources of anger and stress.

Activities and Exercises:

To facilitate active learning and engagement, the Anger & Stress Managemer Workshop incorporated various activities and exercises, such as:

Role-Playing: Participants engaged in role-playing exercises to practice assertive communication and conflict resolution skills. They simulated challenging scenarios to apply learned techniques and receive feedback from facilitators and fellow participants.

Guided Relaxation: Participants experienced guided relaxation exercises, including deep breathing and progressive muscle relaxation, to practice stress reduction techniques. These exercises aimed to promote relaxation and enhance participants' ability to manage stress effectively.

Group Discussions: Interactive group discussions allowed participants to share personal experiences, challenges, and insights related to anger and stress management. They exchanged strategies, learned from each other's perspectives, and developed a supportive network.

Key Outcomes:

The Anger & Stress Management Workshop resulted in several key outcomes for the participants, including:

Enhanced Emotional Regulation: Participants developed a deeper understanding of their emotions and gained skills to regulate them effectively. They learned techniques to manage anger, control impulsive reactions, and respond to stressful situations with composure and resilience.

Improved Coping Mechanisms: The workshop equipped participants with practical strategies and tools to cope with anger and stress. They learned healthy coping mechanisms, relaxation techniques, and effective problem-solving skills to navigate challenging situations in a constructive manner.

Enhanced Communication and Conflict Resolution Skills: Participants improved their communication skills, including assertive communication and active listening, which are essential for conflict resolution. They gained the ability to address conflicts proactively and find mutually beneficial solutions.

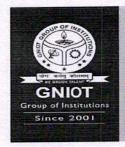
Stress Reduction and Well-being: The workshop provided participants with strategies to reduce stress levels and enhance their overall well-being. They learned techniques for relaxation, self-care, and time management, enabling them to create a more balanced and fulfilling lifestyle.

Conclusion:

The Anger & Stress Management Workshop proved to be a valuable learning experience for participants seeking to enhance their emotional resilience.



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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





Dated: 12th Feb, 2022

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 17.02.2022 for MCA 3rd Yr 6th Sem. 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.

(Amit Kumar, HOD, CSDC)

Copy to: 1.

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

Director