

Report on Workshop for Non-Teaching Staff

Date	11 th February and 4 th March 2023
Time:	1:30 pm to 2:30 pm
Venue:	Seminar Hall 4, CMS Business School
Section:	NA
Batch:	Support Staff of CMS Business School
Semester:	NA
Guest/Speaker Name:	Dr. Syed Kazim
Guest/Speaker Designation	Associate Professor
Guest/Speaker Contact No & Email Id:	9901290117 dr.syed_kazim@cms.ac.in
Guest/Speaker Company/ Institute Name:	CMS Business School, JAIN (Deemed-to-be University)
Faculty Coordinators Name:	Dr. Syed Kazim
Topic:	Achieving Service Excellence
Moderator (if any)	NA
No. of Attendees	36
Feedback:	Yes
Brochure: (if any)	Yes
Budget of the Program (if any):	Nil
Revenue Collected: (if any)	Nil

- 1. Introduction:** Workshop on Achieving Service Excellence for MBA for Support Staff of CMS Business School
- 2. Venue (Outside/Inside the campus):** Inside

3. Program Objectives:

Initiate behaviors that build an excellent service culture.

Engage in behaviors that improve service performance and a sustainable work climate.

4. Relevance to PO, Relevance to PEO and PSOs

PO	Program Objective (PO)
PO1	PO1 - Apply knowledge of management theories and practices to solve business problems
PO2	PO2 - Develop analytical and critical thinking abilities for data-based decision making
PO3	PO3 - Understand, analyse and communicate global, economic, legal and ethical aspects of business
PO4	PO4 – Identify and apply trans-disciplinary tools and techniques for projects and solving problems
PO5	PO5- Lead oneself and others in the achievement of organizational goals and contribute effectively to a team environment
PO6	PO6 - Inculcate entrepreneurial mind-set for sustainability
PO7	PO7 - Imbibe value-based leadership for Excellence
PSO	Program Specific Objective (PSO)
PSO1	Demonstrate effective response to industry challenges by applying managerial tools and techniques for a sustainable society
PSO2	Appraise the complex specificities of Indian Business to garner global reputation
PSO3	Develop a holistic thinking solopreneur for a self-sufficient society

5. Activity Overview:

A workshop titled ‘Achieving Service Excellence’ was conducted for the support staff on 4th February and 11th March 2023 from 2:30 pm to 3:30 pm. The workshop's objective was to initiate behaviour that builds an excellent service culture and to engage in behaviour that improves service performance and a sustainable work climate. The workshop featured brainstorming sessions, self-introspection, and discussion on real-life examples. 25 staff members actively participated in the program. Dr. Syed Kazim, Associate Professor, conducted the training program.

Guest/Speakers’ Profile:

Dr. Syed Kazim

Associate Professor

CMS Business School, JAIN (Deemed-to-be University)

He is an author, proficient speaker, trainer, psychometric analyst, and a voracious reader. He has completed his MBA and Ph.D., in the field of Management. He has conducted training for students in various countries namely Canada, United Arab Emirates, Qatar, Saudi Arabia, and India. He is the author of several books in the field of business, management, and personality development. He has presented and published a number of papers at national and international conferences and journals respectively. He has written a number of articles on political, economic, and social issues, which are published in various magazines and online portals such as Radiance Viewsweekly, The Companion, Chatra Vimash (Hindi), Sanmarga Weekly (Kannada), and Youth Ki Awaaz. He has developed various training modules on ‘Life Skills’, ‘Financial Literacy’, ‘Achieving Service Excellence’, ‘Conflict Management’ and ‘Leadership Excellence’. He also takes a keen interest in the field of Human Resource Development, Marketing, Psychology, and Counselling. He utilizes his time in reading, writing, and research.

6. Summary and Key Learnings of the session:

- Identify and apply ideas and actions to solve service problems for greater stakeholder value.
- Continuously create, deliver, and support a service excellence culture.

7. Participant details:

Sl. No.	Title	Name of the Employee (As per Aadhar)	Designation
1	Mr.	Harsha S	Manager - Administration
2	Mr.	Prithviraj	Chief Librarian
3	Mr.	Manjunath K	Library Assistant
4	Mr.	Santosh R	Accountant
5	Mr.	Chandan M	Accountant
10	Mr.	Nisar Ahammed	Lab Assistant
11	Ms.	Umme Rumani	Admin Executive
12	Mr.	Charan K J	Admin Executive
13	Mr.	S K Pillai	Admin Executive
14	Mr.	Basavaraju K C	Library Assistant
15	Ms.	Lakshmi D	Front Office Executive
17	Mr.	Srinivasalu N C	Graphic Designer
19	Mr.	Raju K L	Admin Executive
20	Mr.	Sunil Kumar Kayanadath	Academics Coordinator
21	Dr.	Shekara H P	Librarian
23	Ms.	Rajani Suresh	Admin Executive
24	Mr.	Yogesh G	Admin Executive

25	Ms.	Pooja M	Admin Executive
26	Ms.	Varuni M	Front Office Executive
28	Ms.	Ashwini	Admin Executive
29	Ms.	Rekha	Admin Executive
30	Ms.	Ranjitha H S	Admin Executive
31	Ms.	Shaila N	Admin Executive
32	Ms.	Shobha T N	Admin Executive
33	Ms.	Pooja Aravind Kanade	Admin Executive
34	Mr.	T S Mohan	Programme Coordinator
35	Mr.	Pulagampalli Venkatasai Kumar	Academics Coordinator
36	Ms.	Shruthi Tandhari	Admin Executive

8. Details of Winners (if applicable): Nil

9. Details of the judges (if applicable): Nil

10. Participants' Feedback, Feedback Analysis, and Attainment Calculation:

Questions to Map Pos	Wt Score ▶ List of Pos & PSOs	Wt Score					Wt. Score				Max score	%age
		5 Strongly Agree	4 Agree	3 Neutral	2 Disagree	1 Strongly Disagree						
The Workshop helped me to learn new / Improve new skill and competency	PO1 PO7 PSO1PSO2PSO3	15	2	0	0	0	83				85	98%
The workshops objectives wre clearly stated and achieved	PO1 PO3 PO4 PO5 PSO2PSO3	12	5	0	0	0	80				85	94%
The workshops content & coverage was relevant	PO1 PO3 PSO2PSO3	11	6	0	0	0	79				85	93%
The time was well managed during the workshops	PO1 PO3	10	7	0	0	0	78				85	92%
The facilitator of the workshop was knowledgabel & resourceful	PO1 PO3	12	5	0	0	0	80				85	94%

11. Proposals for the Event/Programme:

To,

The Programme Coordinator for kind approval,

Sub: Workshop for Non-Teaching Staff

The purpose of the guest lecture is to provide specific inputs and exposure from a practitioner’s perspective on select concepts in “Achieving Service Excellence” for Non-Teaching Staff. The workshop has been planned for two hours for 2 days. The planned program duration will be during --- 1.30 pm to 3.00 pm on 11-02-2023 & 04-03-2023

Respected Dean your kind approval is requested for the conduct of the same.

The Dean has recommended this proposal.

Kind Regards,

Faculty Coordinator

Dean

Approval Authority

Signature

Signature

12. Minutes of Meetings:

Meeting Title	Achieving Service Excellence Workshop	
Date of Meeting	1 st February 2023	
Meeting Venue	MBA Office	
Meeting Agenda	Planning for Workshop	
In Attendance	Name	Title/Department/Organization
1	Mr. Harsha H	Manager
2	Dr. Syed Kazim	Associate Professor
Key Meeting Outcomes		
	<ul style="list-style-type: none"> Workshop to happen on 11th Feb and 4th March 2023 Booklet to be printed 	
Action Plans, if any (along with the First Person Responsible)		
	<ul style="list-style-type: none"> Dr. Syed Kazim will be the incharge of the program 	

13.Budget: -

To,

The Directors/ Dean for kind approval

Sub: Budget for “Workshop for Non-Teaching Staff”

The **Workshop Committee** is organizing Workshop for Non-Teaching Staff on 11-02-2023 & 04-03-2023, in Seminar Hall-5, 5th Floor, CMS Business School, JAIN (Deemed-to-be University), Bengaluru

The following are the requirements for the same:

Sl. No.	Details	Units	Amount (₹)
1	Designing and printing Invitation		Nil
2	Designing and printing Thank You Cards for the Faculty		Nil
3	Roses for all the faculty		Nil
4	Refreshments		1,000
		TOTAL	1,000

Total in Words: **Rupees One Thousand only.**

Dean, kind approval is requested for conducting the ‘Achieving Service Excellence’, and incurring the expenses **One Thousand only** towards the same.

The Dean has recommended this proposal.

Kind Regards,

Faculty Coordinator

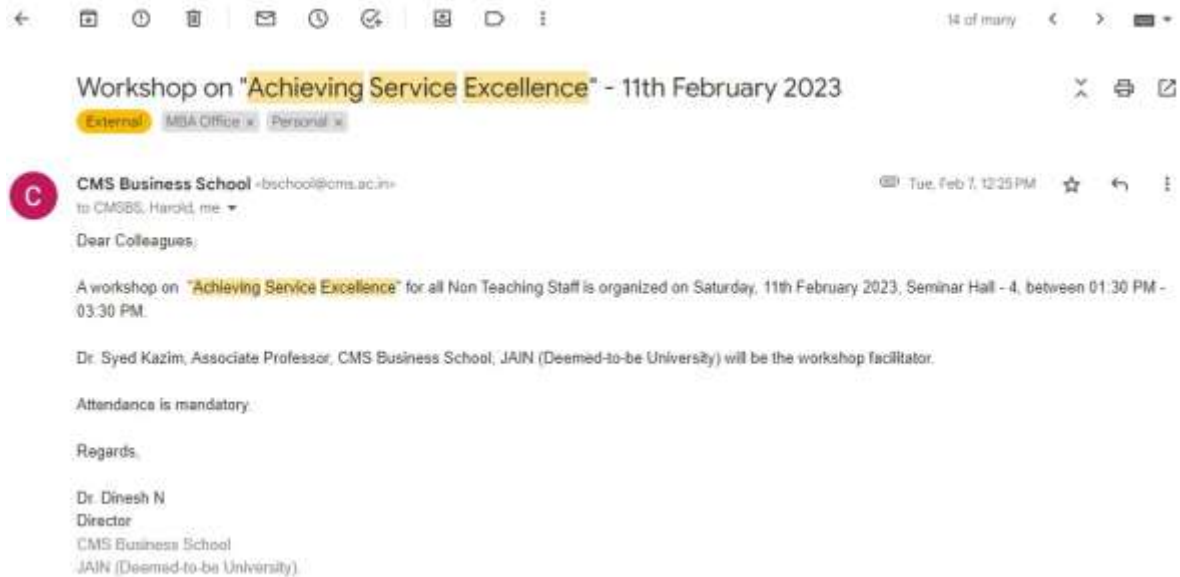
Signature

Dean

Approval Authority

Signature

14. Trailing Emails/communications:



15. Any other related details:

16. Pictures for the Event:



Fig 1: Group Discussion



Fig 2: Formal Group Photo



Fig 3: Resource Person addressing the participants

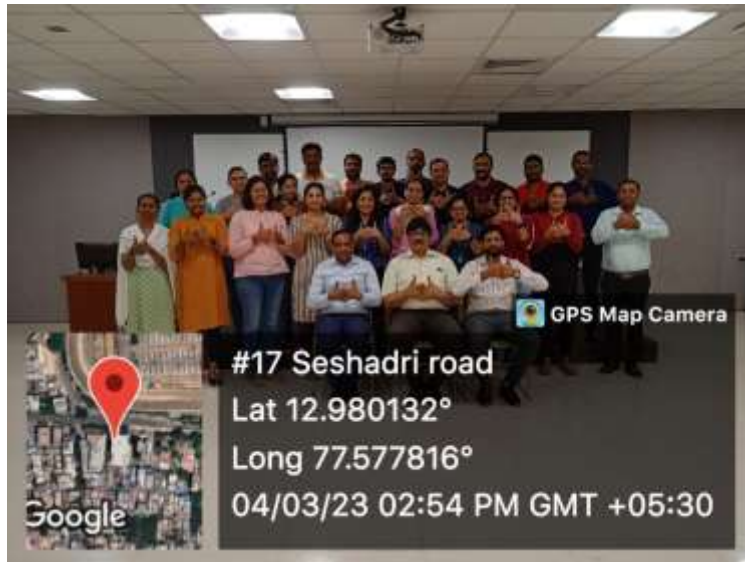


Fig 4: Participants Informal Photo

17. Brochure:

JGI JAIN CMS
DEEMED-TO-BE UNIVERSITY BUSINESS
SCHOOL

A Workshop
on

Achieving Service Excellence

📅 Saturday, 11th February & 4th March 2023
📍 Seminar Hall - 4 ⏰ 01:30 PM - 02:30 PM

Resource Person



Dr. Syed Kazim
Associate Professor
CMS Business School
JAIN (Deemed-to-be University)



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