

Event Name	Achieving Service Excellence – Series 3 -Workshop
Topic:	Training for Non-Teaching Staff
Date: (DD/MM/YYYY)	19 th and 20 th December 2023
No. of Days:	2
Start Time: End Time:	2:00 to 4:00 pm
Venue Campus Name & Place:	CMS Business School
Section/Semester:	Nil
Batch:	Nil
Mod of Event Offline/ Online (Provide Virtual Link)	Offline
Name of Chief Guest/Dignitaries/Speaker:	Dr. Syed Kazim, Dr. Shalini, Dr. Monoo John, Capt. Vaibhav Gowtham Suresh
Chief Guest/Dignitaries/Speaker Designation:	Associate Professor, Assistant Professor, Associate Professor, Deputy Director, SAAM
Chief Guest/Dignitaries/Speaker Contact No & Email Id:	dr.syed_kazim@cms.ac.in , shalini_rao@cms.ac.in , dr.monoojohn@cms.ac.in , vaibhavsuresh@cms.ac.in
Chief Guest/Dignitaries/Speaker Company/ Institute Name:	CMS Business School, JAIN (Deemed-to-be University)
Event Coordinators Name & Contact No.	Dr. Syed Kazim 9901290117
Collaboration & Association (Company Name,	Nil
Guest Email Id:	Nil
Guest Contact Number:	Nil
Moderator (if any)	Nil
No. of Participants	32
Professional Photographer Name & Contact No.:	Nil
Feedback:	Yes
Brochure/Poster: (if any)	Included in report

Budget of the Program (if any):	Included in report
Revenue Collected: (if any)	Nil

1. Introduction:

The "Achieving Service Excellence" training program tailored for non-teaching staff in educational institutions aims to enhance their ability to provide exceptional service within an academic environment. This program recognizes the crucial role played by non-teaching staff in creating a positive and supportive atmosphere for students, faculty, and parents. Through a curriculum focusing on effective communication, problem-solving, and interpersonal skills, participants will gain the tools needed to navigate various situations with professionalism and courtesy. The training emphasizes anticipating and meeting the unique needs of students and faculty, fostering a service-oriented culture within the educational setting. Practical workshops and case studies enable participants to apply their newfound knowledge directly to their roles, contributing to an overall enhancement of service quality within the educational institution. Upon completion, non-teaching staff will be better positioned to positively impact the educational experience and contribute to the overall success of the institution.

2. Program Objectives:

- Raise environmental awareness and inspire action through artistic expression and visual storytelling.
- Promote creativity and sustainability by transforming discarded items, fostering a mindset of sustainable resource use and waste reduction.
- Explore the intersection of gastronomy and environmental responsibility, emphasizing the importance of mindful food choices for a more sustainable future.

3. Relevance to PO, Relevance to PEO and PSOs

PO	Program Objective (PO)
PO1	Apply knowledge of management theories and practices to address and resolve business challenges
PO2	Demonstrate analytical and critical thinking abilities for information-based decision making
PO3	Analyse global, economic, legal and ethical aspects of business
PO4	Apply trans-disciplinary tools and techniques towards effective problem solving
PO5	Assist others and self in accomplishing organizational objectives and contribute effectively to a collaborative team setting.
PO6	Exhibit an entrepreneurial mind-set for the establishment of sustainable businesses and societies.
PO7	Exemplify value-based leadership for excellence

4. Activity Overview: The "Achieving Service Excellence" training program tailored for non-teaching staff in educational institutions aims to enhance their ability to provide exceptional service within an academic environment. This program recognizes the crucial role played by non-teaching staff in creating a positive and supportive atmosphere for students, faculty, and parents. Through a curriculum focusing on effective communication, problem-solving, and interpersonal skills, participants will gain the tools needed to navigate various situations with professionalism and courtesy. The training emphasizes anticipating and meeting the unique needs of students and faculty, fostering a service-oriented culture within the educational setting. Practical workshops and case studies enable participants to apply their newfound knowledge directly to their roles, contributing to an overall enhancement of service quality within the educational institution. Upon completion, non-teaching staff will be better positioned to positively impact the educational experience and contribute to the overall success of the institution.

5. Guest/Speakers' Profile: Brief description about Guest: (at least one paragraph)

Dr. Syed Kazim, Associate Professor

Dr. Shalini, Assistant Professor

Dr. Monoo John, Associate Professor

Capt. Vaibhav Gowtham Suresh, Deputy Director, SAAM

6. Summary and Key Learnings of the session:

7 Habits of Highly Effective People:

Outcome: Develop a proactive mindset for improved productivity, time management, and goal prioritization.

Art of Effective Communication:

Outcome: Acquire advanced communication skills for clearer expression, active listening, and fostering cohesive work relationships.

Unleashing Team Dynamics:

Outcome: Improve team collaboration, creativity, and problem-solving by understanding and leveraging individual strengths within the group.

Effective Organization:

Outcome: Acquire organizational skills for streamlined processes, reduced inefficiencies, and increased efficiency through effective time management and goal-setting.

7. Participant details:

Attendance Report- Achieving Service Excellence -Series -III					
Sl No	Title	Name	Designation	19th Dec 2023	20th Dec 2023

1	Ms.	Ashwini N	Admin Executive	Present	Present
2	Mr.	Anirudh Varkhedi	Student Counselor	Present	Present
3	Mr.	Basavaraju K C	Library Assistant	Absent	Absent
4	Mr.	Chandan M	Senior Accounts Executive	Absent	Absent
5	Mr.	Charan K J	Admin Executive	Present	Present
6	Mr.	Chethan Kumar M S	Senior Academic Executive	Present	Present
7	Mr.	Harsha S	Manager - Administration	Absent	Absent
8	Ms.	Lakshmi D	Academic Executive	Present	Present
9	Mr.	Manjunath K	Senior Academic Executive	Present	Present
10	Mr.	Narendra Kumar P	Academic Coordinator	Present	Present
11	Mr.	Nisar Ahammed	Lab Assistant	Present	Present
12	Ms.	Pooja Aravind Kanade	Admin Executive	Present	Present
13	Ms.	Pooja M	Admin Executive	Present	Present
14	Ms.	Preethi S	Admin Executive	Absent	Present
15	Mr.	Prithviraj	Librarian	Absent	Present
16	Mr.	Pulagampalli Venkatasai Kumar	Academic Coordinator	Present	Present
17	Ms.	Rajani Suresh	Senior Admin Executive	Present	Present
18	Mr.	Raju K L	Admin Executive	Present	Present
19	Ms.	Ranjitha H S	Admin Executive	Present	Present
20	Ms.	Rekha B S	Senior Academic Executive	Present	Present
21	Mr.	S K Pillai	Discipline-In-Charge	Present	Present
22	Mr.	Santosh R	Accountant	Present	Absent
23	Ms.	Shaila N	Admin Executive	Present	Present
24	Dr.	Shekara H P	Librarian	Absent	Present
25	Ms.	Shobha T N	Admin Executive	Present	Present
26	Ms.	Shruthi Pandhari P	Admin Executive	Present	Present
27	Mr.	Srinivasalu N C	Graphic Designer	Present	Present
28	Mr.	Sunil Kumar Kayanadath	Academic Coordinator	Present	Present
29	Mr.	T S Mohan	Programme Coordinator	Absent	Absent
30	Ms.	Umme Rumani	Admin Executive	Present	Present
31	Ms.	Varuni M	Front Office Executive	Present	Present
32	Mr.	Yogesh G	Admin Executive	Present	Present

8. Details of Winners (if applicable): NA

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

10. Attendance records:

Attendance Report- Achieving Service Excellence -Series -III					
SI No	Title	Name	Designation	19th Dec 2023	20th Dec 2023
1	Ms.	Ashwini N	Admin Executive	Present	Present
2	Mr.	Anirudh Varkhedi	Student Counselor	Present	Present
3	Mr.	Basavaraju K C	Library Assistant	Absent	Absent
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17	Ms.	Rajani Suresh	Senior Admin Executive	Present	Present
18	Mr.	Raju K L	Admin Executive	Present	Present
19	Ms.	Ranjitha H S	Admin Executive	Present	Present
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31	Ms.	Varuni M	Front Office Executive	Present	Present
32	Mr.	Yogesh G	Admin Executive	Present	Present

11. Participants' Feedback, Feedback Analysis, and Attainment Calculation: (if Applicable)

Questions to Map Pos	Wt Score ▶ List of Pos & PSOs	5	4	3	2	1	Wt. Score	Max score	%age
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
How would you rate the overall execution of the sustainability activities?	PO1 PO3 PO4 PO5 PSO1	2	2	0	0	0	18	20	90%
To what extent did the sustainability programs motivate you to adopt more eco-friendly	PO1 PO2 PO3 PO4 PO6 PO7 PSO1PSO3	2	2	0	0	0	18	20	90%
How satisfied are you with the clarity of the activity's guidelines and objectives?	PO1 PO2 PO3 PO4 PO6 PSO1	0	4	0	0	0	16	20	80%
How effective do you find our initiatives in creating awareness about sustainability within the organization?		2	2	0	0	0	18	20	90%
Would you be interested in participating in future ethics and sustainability programs organized by the company?		3	1	0	0	0	19	20	95%

POs	Q1	Q2	Q3	Captured By	Total Score	Attainment	Level Achieved
PO1	90%	90%	80%	Q1 Q2 Q3	87%		3
PO2		90%	80%	Q2 Q3	85%		3
PO3	90%	90%	80%	Q1 Q2 Q3	87%		3
PO4	90%	90%	80%	Q1 Q2 Q3	87%		3
PO5	90%			Q1	90%		3
PO6		90%	80%	Q2 Q3	85%		3
PO7		90%		Q2	90%		3
PSO1	90%	90%	80%	Q1 Q2 Q3	87%		3
PSO2							
PSO3		90%		Q2	90%		3

12. Proposals for the Event/Programme:

To,

The Programme Coordinator for kind approval,

Sub: Request to Sanction Budget for Achieving Service Excellence – Series 3

The purpose of the training for the administrative staff on the title Achieving Service Excellence – Series 3. The planned program duration will be during 19th and 20th December 2023 from 2 to 4 pm.

Respected Programme Coordinator 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

13. Minutes of Meetings:

Meeting Title	Achieving Service Excellence – Series 3	
Date of Meeting	1 st December 2023	
Meeting Venue	Board Room 2	
Meeting Agenda	Schedule of the training program	
In Attendance	Name	Title/Department/Organization
1	Dr. Syed Kazim	Associate Professor
2	Mr. Harsha S	Manager
3		
Key Meeting Outcomes		
	<ul style="list-style-type: none"> • Dr. Syed Kazim will be overall in charge 	
Action Plans, if any (along with the First Person Responsible)		
	<ul style="list-style-type: none"> • .Divided students into groups and divide the work 	

14. Budget: -

To,

The Directors/ Dean for kind approval

Sub: Budget for ‘Great Sustainability Challenge

The **Ethics and Sustainability Cell** is organizing **The Great Sustainability Challenge** from 11th to 16th November 2023, in Seminar Hall, Faculty of Management Studies, JAIN (Deemed-to-be University), Bengaluru.

The following are the requirements for the same:

Sl. No.	Details	Units	Amount (₹)
1	High Tea – Day 1	30	1,500
2	High Tea – Day 2	30	1,500
3	Miscellaneous		1,000
	Total		4,000

Total in Words: Rupees Nine thousand three hundred and thirty-five only

Director/Dean, kind approval is requested for conducting the ‘Great Sustainability Challenge’, and incurring the expenses Rupees Nine thousand three hundred and thirty-five only Only towards the same.

The Dean has recommended this proposal.

Kind Regards

Ethics & Sustainability Cell
Approval Authority
Signature

Dean
Approval Authority
Signature

Director
Approval Authority
Signature

15.Trailing Emails/communications:



Shobha T N <shobha_tn@cms.ac.in>

[CMSBS Non-Teaching-Staff: 213] Training Sessions on "Achieving Service Excellence - Series III"

1 message

CMS Business School <bschool@cms.ac.in>

Tue, Dec 12, 2023 at 3:41 PM

Reply-To: cmsbs-non-teaching-staff+managers@cms.ac.in

To: CMSBS Non-Teaching Staff <cmsbs-non-teaching-staff@cms.ac.in>

Cc: Harold Patrick <harold.patrick@jainuniversity.ac.in>, Bschoool HR <bschoool_hr@cms.ac.in>

Dear Colleagues,

A training session on "Achieving Service Excellence - Series III" for all Non Teaching Staff is organized by Jain (Deemed-to-be University), CMS Business School, .

Kindly go through the attachment. Attendance is mandatory.

Regards,

Dr. Dinesh N
Director
CMS Business School
JAIN (Deemed-to-be University).

You received this message because you are subscribed to the Google Groups "CMSBS Non-Teaching Staff" group. To unsubscribe from this group and stop receiving emails from it, send an email to cmsbs-non-teaching-staff+unsubscribe@cms.ac.in.

To view this discussion on the web visit <https://groups.google.com/a/cms.ac.in/d/msgid/cmsbs-non-teaching-staff/CA%2BMXi7xpiOvFYMT5w28aYU992zkQtQiDm%3D8QeURnTqWbx83YwgA%40mail.gmail.com>.

2 attachments



Achieving Service Excellence Series III.jpg
2096K

Achieving Service Excellence Series III.pdf
1100K

16. Brochure/Poster: (JPEG format only) –Sent in mail separately along with Report

JGI JAIN | CMS
DEEMED-TO-BE UNIVERSITY | BUSINESS
SCHOOL

Achieving Service Excellence Series III

*Essential Attitude & Skills for Personal & Professional Excellence
for Administrative Staff*

Venue:
Seminar Hall - 4

Tuesday, 19th December 2023

	Etiquette for Interpersonal Communication 02:00 PM - 05:00 PM		Dr. Shalini R Associate Professor
	7 Habits of Highly Effective People 03:00 PM - 04:00 PM		Dr. Syed Kazim Associate Professor

Wednesday, 20th December 2023

	Unleashing Team Dynamics 02:00 PM - 03:00 PM		Dr. Monoo John Area Chair & Associate Professor
	From Discord to Accord: Navigating Workplace Waters 03:00 PM - 04:00 PM		Capt. Vaibhav Goutham Suresh Deputy Director - SAAM

Coordinator:
Dr. Syed Kazim
Associate Professor

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17. Pictures for the Event: (Geo-Tag format only)



Fig 1: Training by Dr. Monoo John on Team Dynamics



Fig 2: Training by Capt. Vaibhav Suresh on Work Management



Fig 3: Concluding remarks by Dean, Dr. Harold Andrew Patrick



Fig 4: Group Photo on the 2nd day of Training