

Event Name	Achieving Service Excellence – Series IV
Topic:	Training for Non-Teaching Staff
Date: (DD/MM/YYYY)	24 th June to 10 th July 2024
No. of Days:	7
Start Time: End Time:	2:30 pm to 4:00 pm
Venue Campus Name & Place:	CMS Business School
Section/Semester:	NA
Batch:	NA
Mod of Event Offline/ Online (Provide Virtual Link)	Offline
Name of Chief Guest/Dignitaries/Speaker:	Dr. Shaji Thomas, , Dr. Rupesh Kumar Sinha, Mr. Naveen Kumar V, , Dr. Syed Kazim, , Dr. Krishna Koppa,
Chief Guest/Dignitaries/Speaker Designation:	Professor, Associate Professor, Assistant Professor, Associate Professor, Associate Professor
Chief Guest/Dignitaries/Speaker Contact No & Email Id:	"Dr. Shaji Thomas" <shaji.t@cms.ac.in>, Rupesh Sinha <rupesh.sinha@cms.ac.in>, Naveen Kumar V <naveenkumar_v@cms.ac.in>, "Dr. Syed Kazim" <dr.syed_kazim@cms.ac.in>, Krishna Koppa <krishnakoppa@cms.ac.in>
Chief Guest/Dignitaries/Speaker Company/ Institute Name:	Faculty of Management Studies-CMS Business School, JAIN (Deemed-to-be University)
Event Coordinators Name & Contact No.	Dr. Syed Kazim, 9901290117
Collaboration & Association (Company Name,	NA
Moderator (if any)	NA
No. of Participants	32
Professional Photographer Name & Contact No.:	Mr. Charan, 86602 96113
Feedback:	Yes
Brochure/Poster: (if any)	Yes (attached)
Budget of the Program (if any):	Yes
Revenue Collected: (if any)	NA

1. Introduction:

In today's competitive and dynamic educational environment, achieving service excellence is paramount for fostering a positive and supportive atmosphere. Non-teaching staff play a crucial role in shaping the experiences of students, faculty, and visitors. This training program is designed to equip non-teaching staff with the skills, knowledge, and attitudes necessary to deliver outstanding service and contribute to the overall success and reputation of the institution.

2. Program Objectives:

- Foster Teamwork and Collaboration: Promote a collaborative work environment where non-teaching staff can efficiently work together to solve problems and enhance service delivery.
- Build Problem-Solving Abilities: Equip staff with techniques to address and resolve issues promptly and effectively, minimizing disruptions and maintaining a high standard of service.
- Enhance Professionalism: Cultivate a professional demeanor that reflects positively on the institution, including proper conduct, appearance, and attitude.
- Develop Time Management Skills: Improve the ability to prioritize tasks and manage time effectively, ensuring services are delivered promptly and efficiently.
- Encourage Continuous Improvement: Instill a mindset of continuous improvement, encouraging staff to seek feedback, embrace change, and consistently strive for higher levels of service excellence.

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:

A comprehensive training program was conducted for non-teaching staff to enhance their skills in key areas: employee effectiveness, Excel efficiency, AI applications, critical thinking, and creative thinking. The training aimed to improve job performance, boost productivity, and foster innovation. The employee effectiveness module focused on time management, communication, teamwork, and

stress management, resulting in participants gaining a clearer understanding of their roles and enhancing their interpersonal skills.

In the Excel efficiency module, staff learned advanced skills such as data organization, formulas, pivot tables, and automation. This training led to significant improvements in data handling and reporting processes, making daily tasks more efficient. The AI module introduced participants to the concept and practical applications of artificial intelligence, enabling them to identify areas where AI could streamline workflows and enhance productivity. Ethical considerations were also discussed, ensuring a responsible approach to AI implementation.

The critical thinking module equipped staff with analytical skills for better problem-solving and decision-making, fostering a more systematic approach to challenges. The creative thinking module encouraged innovative thinking through brainstorming, mind mapping, and lateral thinking techniques. Participants reported increased confidence in generating and applying creative solutions. Overall, the training program successfully enhanced the skills and confidence of non-teaching staff, positioning them to support the institution's goals more effectively and innovatively.

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

Dr. Shaji Thomas, Professor

Dr. Rupesh Kumar Sinha, Associate Professor

Mr. Naveen Kumar V, Assistant Professor

Dr. Syed Kazim, Associate Professor

Dr. Krishna Koppa, Associate Professor

6. Summary and Key Learnings of the session:

Employee Effectiveness

- Time Management: Techniques for prioritizing tasks and managing time efficiently to enhance productivity.

Boosting Efficiency Through Excel

- Advanced Functions and Formulas: Utilizing complex Excel functions to streamline data analysis and improve accuracy.

Use of AI in Work

- AI Basics: Understanding the fundamentals of artificial intelligence and its practical applications to automate routine tasks and enhance decision-making.

Critical Thinking

- Analytical Techniques: Developing skills to analyze information, evaluate evidence, and solve problems effectively.

Creative Thinking

- Brainstorming Methods: Employing techniques to generate diverse ideas and innovative solutions.

7. Participant details: (Mentioned below the attendance)

8. Attendance records:

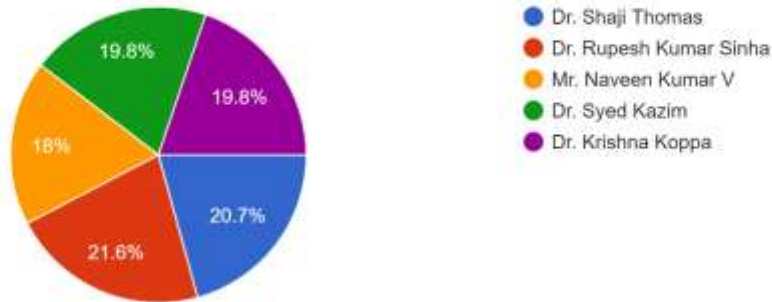
Sl no.	Staff Name	Designation	Department	Employee	Excel	AI	Critical	Creative
1	Ashwini	Admin Executive	Administration	Present	Present	Present	Present	Present
2	Anirudh Varkhedi	Counselor	Administration	Present	Present	Present	Present	Present
3	Basavaraju K C	Asst. Librarian	Administration	Present	Present	Present	Present	Absent
4	Chandan M	Senior Accounts Executive	Administration	Absent	Absent	Absent	Absent	Absent
5	Charan K J	Admin Executive	Administration	Present	Present	Present	Present	Present
6	Chethan Kumar M S	Senior Academic Executive	Administration	Absent	Present	Present	Present	Present
7	Harsha S	Admin Manager	Administration	Absent	Absent	Absent	Absent	Absent
8	Kiran J	Softskill Trainer	Administration	Present	Present	Present	Present	Present
9	Lakshmi D	Academic Executive	Administration	Present	Present	Present	Present	Present
10	Manjunath K	Senior Academic Executive	Administration	Present	Present	Present	Present	Present
11	Narendra Kumar P	Academic Coordinator	Administration	Present	Present	Absent	Present	Present
12	Nisar Ahammed	Lab Assistant	Administration	Present	Present	Present	Present	Present
13	Pooja Aravind Kanade	Admin Executive	Administration	Present	Present	Present	Present	Present
14	Pooja M	Admin Executive	Administration	Present	Present	Absent	Present	Absent
15	Prithviraj	Librarian	Administration	Present	Present	Present	Present	Present
16	Pulagampalli Venkatasai Kumar	Academic Coordinator	Administration	Absent	Absent	Absent	Present	Present
17	Rajani Suresh	Senior Admin Executive	Administration	Present	Present	Present	Present	Present
18	Raju K L	Admin Executive	Administration	Present	Present	Present	Present	Present
19	Ranjitha H S	Admin Executive	Administration	Present	Present	Present	Present	Present

20	Rekha B S	Senior Academic Executive	Administration	Absent	Present	Absent	Present	Absent
21	S K Pillai	Discipline in Charge	Administration	Present	Present	Present	Present	Present
22	Santosh R	Accountant	Administration	Present	Present	Present	Absent	Absent
23	Shaila N	Admin Executive	Administration	Present	Present	Present	Absent	Present
24	Shekara H P	Librarian	Administration	Absent	Absent	Present	Present	Present
25	Shobha T N	Admin Executive	Administration	Present	Present	Present	Present	Present
26	Shruthi Pandhari P	Admin Executive	Administration	Present	Present	Present	Present	Present
27	Srinivasalu N C	Graphic Designer	Administration	Present	Absent	Absent	Absent	Absent
28	Sunil Kumar Kayanadath	Academic Coordinator	Administration	Present	Present	Present	Present	Present
29	T S Mohan	Programme Coordinator	Administration	Present	Present	Present	Absent	Absent
30	Umme Rumani	Admin Executive	Administration	Present	Present	Present	Present	Present
31	Varuni M	Front Office Executive	Administration	Present	Present	Present	Present	Present
32	Yogesh G	Admin Executive	Administration	Present	Present	Present	Present	Present

9. Participants' Feedback, Feedback Analysis, and Attainment Calculation: (if Applicable), or Please Provide Feedback Analysis

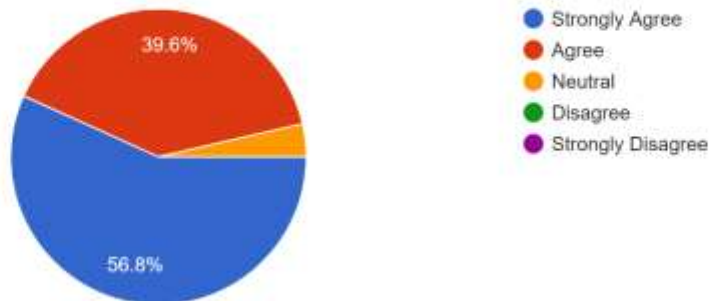
Name of the Trainer

111 responses



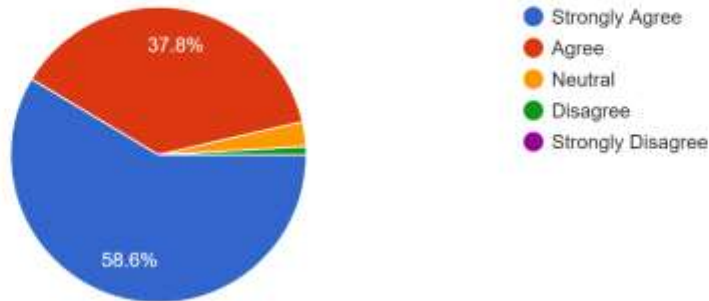
The Workshop helped me to learn new / Improve new skill and competency

111 responses



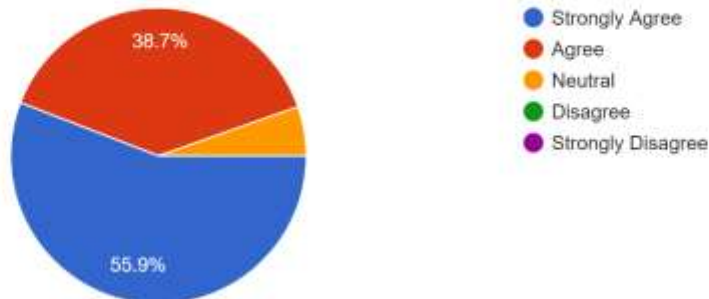
The workshops objectives were clearly stated and achieved

111 responses



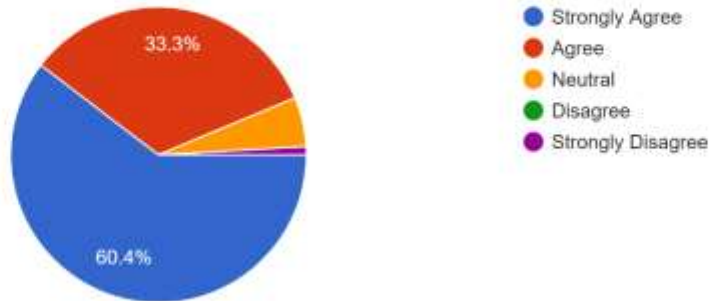
The workshops content & coverage was relevant

111 responses



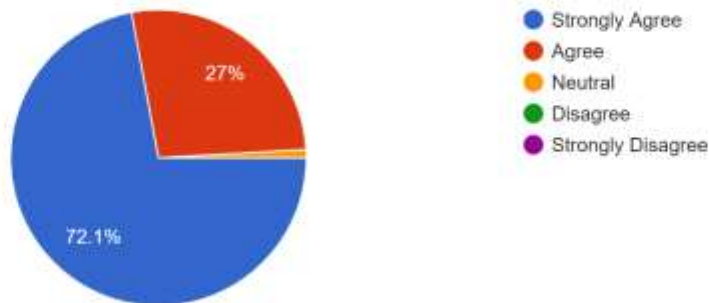
The time was well managed during the workshops

111 responses



The facilitator of the workshop was knowledgeable & resourceful

111 responses



10. Proposals for the Event/Programme:

To,

The Programme Coordinator for kind approval,

Sub: Proposal to conduct training program for non-teaching staff

The purpose of the training is to up-skill the staff on various aspects relating to personal and professional development. The program is planned from 24th June to 10th July 2024, from 2:00 pm to 4:00 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

Signature

Dean

Approval Authority

Signature

11. Minutes of Meetings:

Meeting Title	Training Program for Non-Teaching Staff	
Date of Meeting	1 st June 2024	
Meeting Venue	Room Number 310	
Meeting Agenda	Planning for Topics and Schedule	
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"> • Training will be in the last week of June and first week of July • Need to get confirmation from all the trainers 	
Action Plans, if any (along with the First Person Responsible)		
	<ul style="list-style-type: none"> • Dr. Syed Kazim will coordinate all the activities of the program 	

12. Budget: -

To,

The Directors/ Dean for kind approval

Sub: Budget for Achieving Service Excellent – Series IV – Training Program

The **Cranium Committee** is organizing **Inter Collegiate Competition** on **20th July 2022**, 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	Stationary		500
2	Snacks and Tea/Coffee (32 members X Rs. 50 X 7 days)		11,200
3	Miscellaneous		300
4			
		TOTAL	12,000

Total in Words: Rupees Twelve Thousand Only

Director/Dean, kind approval is requested for conducting the ‘Achieving Service Excellent – Series IV’, and incurring the expenses Rupees Twelve Thousand Only towards the same.

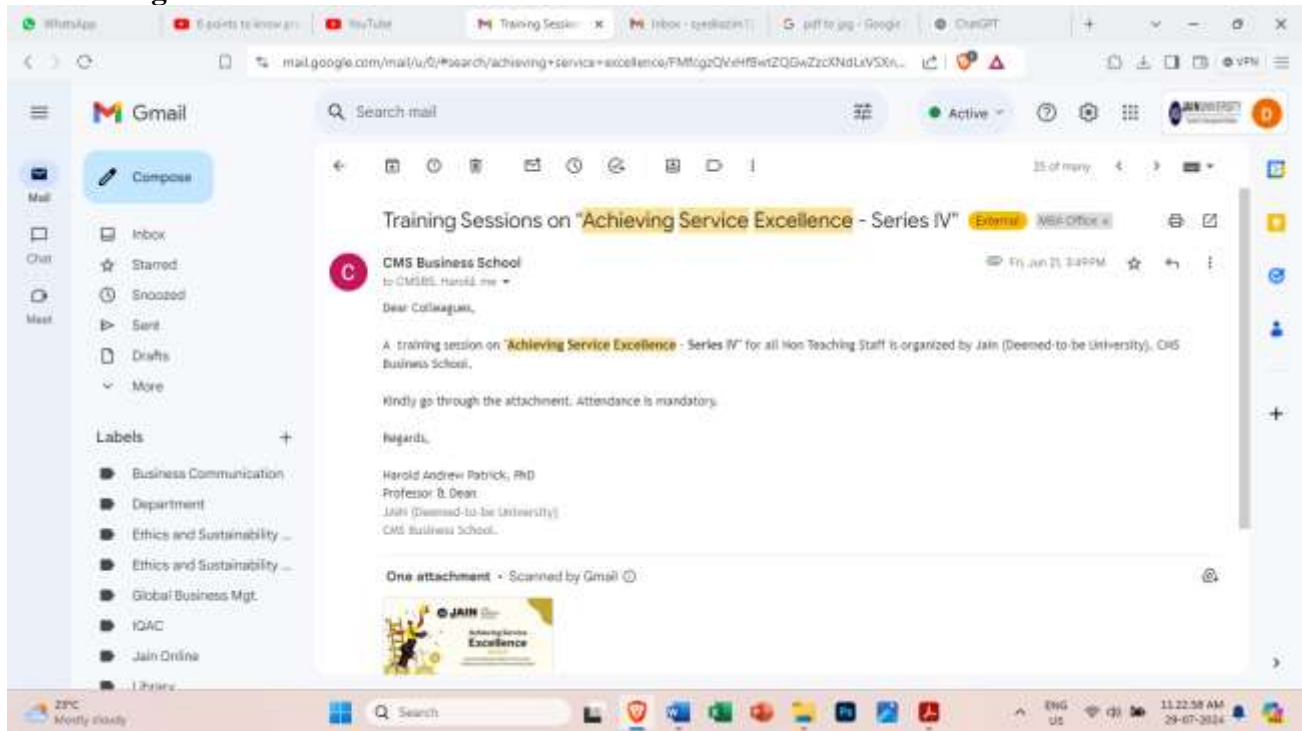
The Dean has recommended this proposal.

Kind Regards,

Faculty Coordinator
Approval Authority
Signature

Dean
Approval Authority
Signature

13.Trailing Emails/communications:



[CMSBS Non-Teaching-Staff: 303] Training Sessions on "Achieving Service Excellence - Series IV"
1 message

CMS Business School <bschool@cms.ac.in> Fri, Jun 21, 2024 at 3:50 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>, "Dr. Syed Kazim" <dr.syed_kazim@cms.ac.in>

Dear Colleagues,

A training session on "Achieving Service Excellence - Series IV" 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,

Harold Andrew Patrick, PhD
 Professor & Dean
 JAIN (Deemed-to-be University)
 CMS Business School.

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%2BMX7wUruUZOdUQoWSC2zta%2BC%2Bk7pdid6X7pPnU_J%2BT_RVGoQ%40mail.gmail.com.

Achieving Service Excellence IV.pdf
2330K

14. 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 IV

Essential Attitude & Skills for Personal & Professional Growth for Administrative Staff

<p>1</p>	<p>EMPLOYEE EFFECTIVENESS</p> <p>24th June 2024 02:30 PM - 04:00 PM Seminar Hall - 4</p>	<p>Dr. Shaji Thomas Professor</p>
<p>2</p>	<p>BOOSTING EFFICIENCY THROUGH EXCEL</p> <p>26th, 28th June & 1st July 2024 02:30 PM - 04:00 PM Lab - 206</p>	<p>Dr. Rupesh Kumar Sinha Associate Professor</p>
<p>3</p>	<p>USE OF 'AI' IN WORK</p> <p>3rd July 2024 02:30 PM - 04:00 PM Lab - 206</p>	<p>Mr. Naveen Kumar V Assistant Professor</p>
<p>4</p>	<p>CRITICAL THINKING</p> <p>5th July 2024 02:30 PM - 04:00 PM Seminar Hall - 4</p>	<p>Dr. Syed Kazim Associate Professor</p>
<p>5</p>	<p>CREATIVE THINKING</p> <p>9th July 2024 02:30PM - 04:00PM Seminar Hall - 4</p>	<p>Dr. Krishna Koppa Associate Professor</p>

bschool.cms.ac.in

Coordinator
Dr. Syed Kazim
Associate Professor

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



Dr. Syed Kazim, speaking on the topic of critical thinking



Dr. Saji Thomas, speaking on the topic Employee Effectiveness



Dr. Rupesh training participants on advance excel



Mr. Naveen Kumar training the participants on using Artificial Intelligence



Group Photo