

Report on Achieving Service Excellence for Non-Teaching Staff

Event Name	Series of Training Sessions on "Achieving Service Excellence"
Topic:	Achieving Service Excellence 1. Life Learning 2. Conflict Management 3. Stress Management & Work Life Balance 4. Time Management & Prioritization
Date: (DD/MM/YYYY)	12 th , 14 th , 17 th and 19 th July 2023
No. of Days:	4
Start Time: End Time:	2:45 pm to 4:15 pm
Venue Campus Name & Place:	Seminar Hall 4, Non Teaching Staff
Section/Semester:	Non-Teaching Staff
Batch:	NA
Mod of Event Offline/ Online (Provide Virtual Link)	Offline
Name of Chief Guest/Dignitaries/Speaker:	Dr. Syed Kazim Associate Professor Dr. Harold Andrew Patrick Professor & Dean Dr. Vinayak Anil Bhat Associate Professor Dr. M H Sharieff Professor of Practice
Chief Guest/Dignitaries/Speaker Designation:	Associate Professor Professor & Dean Associate Professor Professor of Practice
Chief Guest/Dignitaries/Speaker Contact No & Email Id:	dr.syed_kazim@cms.ac.in harold.patrick@jainuniversity.ac.in vinayak_ab@cms.ac.in dr.sharieffmh@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
Moderator (if any)	Nil
No. of Participants	31
Professional Photographer Name & Contact No.:	Nil
Feedback:	Yes
Brochure/Poster: (if any)	Attached
Budget of the Program (if any):	
Revenue Collected: (if any)	Nil

1. Introduction:

A 4 days training program was organized for the non-teaching staff on 12th, 14th, 17th, and 19th July 2023. Various topics such as Lifelong Learning, Conflict Management, Stress Management & Work-Life Balance, and Time Management & Prioritization were presented by Dr. Syed Kazim, Dr. Harold Andrew Patrick, Dr. Vinayak Anil Bhat, and Dr. M H Sharieff respectively. The training program helped the participants to be self-motivated and to excel in their respective services.

2. Program Objectives:

- To encourage participants to develop a habit of continuous learning and acquire new skills relevant to their personal and professional growth.
- To equip participants with effective strategies and communication techniques to resolve conflicts constructively and foster positive relationships within the team.
- To help participants recognize and manage stress effectively while establishing a healthy work-life balance to improve overall well-being and productivity.
- To enable participants to enhance their time management skills and prioritize tasks efficiently, leading to increased productivity and reduced stress in their daily lives.

3. 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

4. Activity Overview:

A 4 days training program was organized for the non-teaching staff on 12th, 14th, 17th, and 19th July 2023. Various topics such as Lifelong Learning, Conflict Management, Stress Management & Work-Life Balance, and Time Management & Prioritization were presented by Dr. Syed Kazim, Dr. Harold Andrew Patrick, Dr. Vinayak Anil Bhat, and Dr. M H Sharieff respectively. The training program helped the participants to be self-motivated and to excel in their respective services. 30 non-teaching staff actively participated and benefited from the training program. The training program was organized by Dr. Syed Kazim.

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

Dr. Syed Kazim

An author, motivational speaker, international trainer, psychometric analyst, and career counselor. Dr. Syed Kazim is presently an Associate Professor, General Management Area, Faculty of Management Studies, CMS Business School, JAIN (Deemed-to-be University).

Dr. Kazim is a certified career coach, psychometric analyst, and life skills trainer. He has published extensively with over 20 plus research articles in refereed and peer-reviewed national and international journals. He has authored several books on business, management, and self-help. He won the best paper award at an international conference in Turkey. He has developed various training modules on 'Life Skills', 'Financial Literacy', 'Uplifting Service', 'Conflict Management', 'Being Productive' and 'Leadership Excellence'.

Dr. Harold Andrew Patrick

Harold is a qualified Industrial and organizational Psychologist with over three decades of Postgraduate teaching, corporate training and research experience. Presently Professor and Dean - Academics, CMS Business School, Jain (Deemed-to-be University). Former Senior Manager – Leadership and Organization Development, Infosys Leadership Institute, Infosys Limited. Professor and Head - Organizational Behaviour and Human Resource Management area, Institute of Management, Christ (Deemed-to-be University) for close to two decades.

Dr. Vinayak Anil Bhat

He has twenty-four years of teaching in the field of management education. He is a commerce graduate and completed Masters of Business Administration and M Phil. Currently holds PhD from Christ University and topic of doctoral thesis is competency mapping. He is engaged in mentoring of management graduates and passionate about teaching courses like Organizational Behavior and Human Resource Management, He is in the academic council of National HRD Network Bangalore Chapter and published and presented several papers in national international forums.

Dr. M H Sharieff

He is working as Professor of Practice at CMS Business School. He has 30 years of experience in corporate, teaching and training.

6. Summary and Key Learnings of the session:

The importance of embracing a growth mindset and being open to learning throughout life.

Understanding the nature and common causes of conflicts in various settings.

Recognizing signs of stress and its impact on physical and mental health.

Understanding the principles of time management and its impact on productivity.

7. Participant details:

Sl.No	Title	Name	Designation
	1		
2	Mr.	Basavaraju K C	Library Assistant
3	Mr.	Chandan M	Senior Accounts Executive
4	Mr.	Charan K J	Executive - Administration
5	Mr.	Chethan	Senior Academic Executive
6	Ms.	Gouri Priya	Counselor
7	Mr.	Harsha S	Manager
8	Ms.	Lakshmi D	Academic Executive
9	Mr.	Manjunath K	Senior Academic Executive
10	Mr.	Mohan T S	Program Coordinator
11	Mr.	Nisar Ahammed	Lab Assistant
12	Mr.	Pulagampalli Venkata Saikumar	Academic Coordinator
13	Ms.	Pooja M	Executive - Administration
14	Ms.	Pooja Aravind Kanade	Executive- Administration
15	Ms.	Preethi S	Executive - Administration
16	Mr.	Prithviraj	Librarian
17	Ms.	Rajani Suresh	Senior Admin Executive

18	Mr.	Raju K L	Executive - Administration
19	Ms.	Rekha	Senior Academic Executive
20	Ms.	Ranjitha H S	Executive- Administration
21	Mr.	S K Pillai	Discipline In-charge
22	Mr.	Santosh R	Accounts Executive
23	Ms.	Shaila N	Executive - Administration
24	Ms.	Shobha T N	Executive - Administration
25	Dr.	Shekara H P	Librarian
26	Ms.	Shruthi Pandhari P	Executive- Administration
27	Mr.	Srinivasalu N C	Executive - Administration
28	Mr.	Sunil Kumar Kayanadath	Academic Coordinator
29	Ms.	Umme Rumani	Executive - Administration
30	Ms.	Varuni M	Front Office Executive
31	Mr.	Yogesh G	Executive - Administration

8. Details of Winners (if applicable): - Nil

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

10. Attendance records:

Sl.No	Title	Name	Designation
1	Ms.	Ashwini	Executive - Administration
2	Mr.	Basavaraju K C	Library Assistant
3	Mr.	Chandan M	Senior Accounts Executive
4	Mr.	Charan K J	Executive - Administration
5	Mr.	Chethan	Senior Academic Executive
6	Ms.	Gouri Priya	Counselor
7	Mr.	Harsha S	Manager
8	Ms.	Lakshmi D	Academic Executive
9	Mr.	Manjunath K	Senior Academic Executive

10	Mr.	Mohan T S	Program Coordinator
11	Mr.	Nisar Ahammed	Lab Assistant
12	Mr.	Pulagampalli Venkata Saikumar	Academic Coordinator
13	Ms.	Pooja M	Executive - Administration
14	Ms.	Pooja Aravind Kanade	Executive- Administration
15	Ms.	Preethi S	Executive - Administration
16	Mr.	Prithviraj	Librarian
17	Ms.	Rajani Suresh	Senior Admin Executive
18	Mr.	Raju K L	Executive - Administration
19	Ms.	Rekha	Senior Academic Executive
20	Ms.	Ranjitha H S	Executive- Administration
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25	Dr.	Shekara H P	Librarian
26	Ms.	Shruthi Pandhari P	Executive- Administration
27	Mr.	Srinivasalu N C	Executive - Administration
28	Mr.	Sunil Kumar Kayanadath	Academic Coordinator
29	Ms.	Umme Rumani	Executive - Administration
30	Ms.	Varuni M	Front Office Executive
31	Mr.	Yogesh G	Executive - Administration

11. 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 program/activity was relevant to my	PO1 PSO1	4	6	4	1	0	58	75	77%

area of specialisation														
The program/activity enabled me to understand application of concept(s)	PO2 PO4 PO6 PSO2	4	6	4	1	0				58				75 77%
The program/activity provided an opportunity to apply my skill set	PO3 PSO3	4	6	4	1	0				58				75 77%
The program/activity provided a platform to interact with peers and professionals	PO6 PSO1	6	5	4	0	0				62				75 83%
The learning from the program/activity was useful from my career perspective	PO2 PO3 PO4 PSO2	6	4	4	1	0				60				75 80%
The program/activity was well planned and executed	PO1 PO2 PO3 PSO2	31	27	0	2	0				267				300 89%

Finance Club

POs	Q1	Q2	Q3	Q4	Q5	Q6				Q7	Q8	Captured By	Total Attainment Score	Level Achieved
PO1	77%					89%						Q1 Q6	83%	3
PO2		77%			80%	89%						Q2 Q5 Q6	82%	3
PO3			77%		80%	89%						Q3 Q5 Q6	82%	3
PO4		77%			80%							Q2 Q5	79%	3
PO5														
PO6		77%		83%								Q2 Q4	80%	3
PO7														
PSO1	77%			83%								Q1 Q4	80%	3
PSO2		77%			80%	89%						Q2 Q5 Q6	82%	3
PSO3			77%									Q3	77%	3

12. Proposals for the Event/Programme:

To,

The Dean for kind approval,

Sub: Training for Non-Teaching Staff

The purpose of the Training for Non-Teaching Staff. The planned program duration will be from 2:45 pm to 4:15 pm from 12th to 19th July 2022.

Need your kind approval is requested for the conduct of the same.

Kind Regards,

Faculty Coordinator

Dean

Approval Authority

Signature

Signature

13. Minutes of Meetings:

Meeting Title	Training for Non-Teaching Staff	
Date of Meeting	7 th July 2023	
Meeting Venue	Board Room 2	
Meeting Agenda	Training for Non-Teaching Staff	
In Attendance	Name	Title/Department/Organization
1	Dr. Syed Kazim	Associate Professor
2	Mr. Harsha	Manager
3		
Key Meeting Outcomes		
	<ul style="list-style-type: none"> • Dr. Syed Kazim will be the coordinator • Mr. Charan will take care of all the facilities and requirements 	
Action Plans, if any (along with the First Person Responsible)		
	<ul style="list-style-type: none"> • Need to speak to all the trainers and take conformation. 	

14. Budget: -

To,

The Directors/ Dean for kind approval

Sub: Budget for Training for Non-Teaching Staff

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	Refreshments		4,000
2	Stationary		1,000
3	Miscellaneous		1,000
4			
		TOTAL	6,000

Total in Words: Rupees Six Thousand Only

Director/Dean, kind approval is requested for conducting the ‘Training for Non-Teaching Staff’, and incurring the expenses Six Thousand Only towards the same.

The Dean has recommended this proposal.

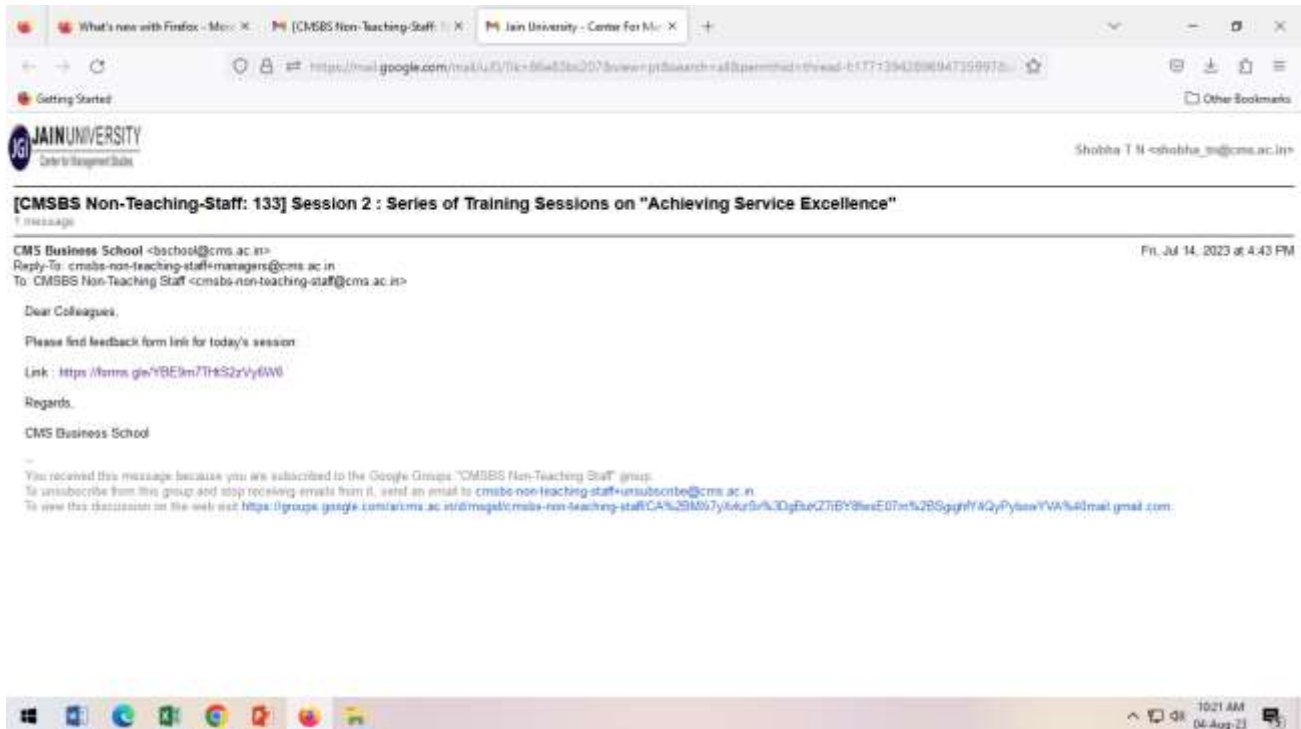
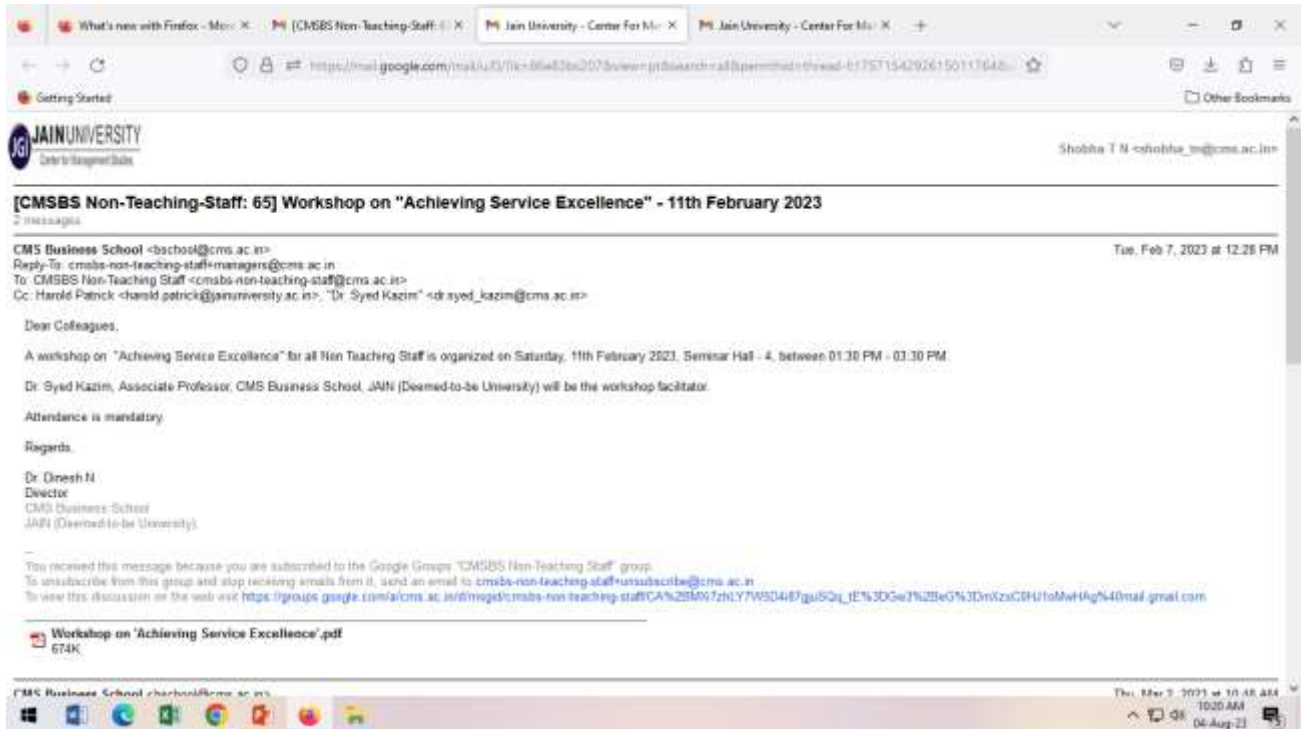
Kind Regards,

Student Council Committee
Approval Authority
Signature

Dean
Approval Authority
Signature

Director
Approval Authority
Signature

15.Trailing Emails/communications:



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



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Achieving Service Excellence

Essential Attitude & Skills for Personal & Professional Excellence for Non-Teaching Staff

A training program designed to equip individuals with the skills needed to excel in all aspects of life. Participants will develop, critical thinking, time management, and emotional intelligence skills. By leveraging strengths and fostering a growth mindset, individuals will be prepared to overcome challenges and seize opportunities, ensuring personal fulfillment and professional excellence.

 Lifelong Learning Wednesday, 12 th July 2023		Dr. Syed Kazim Associate Professor
 Conflict Management Friday, 14 th July 2023		Dr. Harold Andrew Patrick Professor & Dean
 Stress Management & Work-Life Balance Monday, 17 th July 2023		Dr. Vinayak Anil Bhat Associate Professor
 Time Management & Prioritization Wednesday, 19 th July 2023		Dr. M H Sharieff Professor of Practice

Venue: Seminar Hall - 4 | **Time:** 02:45 PM - 04:15 PM | **Coordinator:** Dr. Syed Kazim, Associate Professor

bschool.cms.ac.in

17. Pictures for the Event: (JPEG format only) Sent in mail separately along with Report



Fig : 1.1 Dr. Syed Kazim delivering a session on Lifelong Learning



Fig : 1.2 Dr. Harold Andrew Patrick delivering a session on Conflict Management



Fig : 1.3 Dr. Vinayak Anil Bhat delivering a session on Stress Management



Fig : 1.4 Dr. M H Sharieff delivering a session on Time Management