Report-6/2018-2019   **Dated: 30.07.2018**

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Report on

One-day Workshop on

Basic Communication Skills in English for Library Staff

Date: 30-07-2018

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A One-day workshop on "**Basic Communication Skills in English for Library Staff**"is organised by Academic Staff College on 30-07-2018. **Dr. B. Siva Nagaiah**, Associate Professor of English and Vice-Principal of ASC acted as the resource person and conducted the workshop.

The proposition of the workshop is to address the key aspects of basic communication skills which are essential for staff members of the library.

The workshop is initiated by Dr. B. Siva Nagaiah, the resource person with an introduction to the Basic Communication skills in English. He further motivated the staff that it is easy to communicate with the students and staff who visit the library for availing various services available at KLU Central Library.

The key aspects that are covered in the workshop are:

- How to interact with colleagues at the library.

- Listing out general questions that a librarian will face regularly.

- How to attend the general enquiries by the staff and students while they search for the books, volumes and journals.

- How to manage certain situations while dealing with students and staff who want to borrow, return and renew the books.

The participants are involved into various tasks:

- Self-introduction,

- Formal interaction at workplace,

- Situational dialogues,

- Conflict management and persuasion skills,

- Mock interactions, role plays and

- Video presentations.

The given tasks have helped the staff of KLU Library to overcome the initial fear of public speaking and workplace interactions. The participants have actively involved into discussion and got the best of the workshop. They expressed their wish that they are in need of such programmes and thanked the management for giving them an opportunity to develop their language skills in a simplified manner.

The one-day workshop came to an end with distribution of certificates to the participants.

Resource Person actively involving Participants in Discussions

Group Photo of the Participants