



## Training program on Behavioral Skills and Etiquettes

**Organised by**

**Academic Staff College, KLEF**

**23-03-2022 to 24-03-2022**

A two-day training program on Behavioral Skills and Etiquettes was conducted from March 23rd to March 24th, 2022, at the R & D Theatre in the R-block. The program was organized by Dr. N Siva Kumar, Head of Soft Skills department, and was attended by registered non-teaching staff including Security and Vigilance personnel, Attenders, Office Managers, Office Assistants, Accountants, Hostel Wardens, Lab Technicians, and Computer Programmers.

<b>Date</b>	<b>Topic</b>	<b>Speaker</b>	<b>Attendees</b>
22nd March 2022	Tally	Mr. B V Mallikarjuna, Prasad, Accounts Manager	All Accountants
23rd and 24th March 2022	Behavioral Skills and Etiquettes	Dr. N Siva Kumar HoD, Soft Skills	Security, Vigilance and Attenders, OfficeManagers, Office Assistants, Accountants, Hostel Wardens, Lab Technicians, computer Programmers
25th and 26th March 2022	Word and Excel	Dr Ch Radhika Rani/Dr MV Naresh CSE, Dept	Office Assistant, Admin Assistants and Office Managers

28th and 29th March 2022	Managerial Skills	Dr M Kishore Babu, Dean (MHS) and Dr. P Vijay Kumar, Reddy, HoD-MBA	Office Managers, Office Assistants, Accountants, Hostel Wardens, Lab Technicians, computer Programmers.
30th March 2022	Hospitality and Duties	Mr. N Siva Teja BHM	Hostel Wardens and Mess Staff

Timings: 9.30 A.M to 12.30 P.M

Venue: Room No-607, R Block

### **Key Objectives of the Training:**

**Enhancing Interpersonal Skills:** Participants were guided on developing effective communication skills, active listening, and empathetic interaction to foster positive relationships with colleagues and stakeholders.

**Professional Etiquettes:** The importance of professional conduct, including punctuality, grooming, and workplace decorum, was emphasized to maintain a conducive work environment.

**Conflict Resolution:** Strategies for managing conflicts and handling difficult situations diplomatically were discussed, empowering participants to resolve conflicts peacefully and maintain harmony in the workplace.

**Customer Service Excellence:** Participants learned techniques for providing excellent customer service, focusing on responsiveness, empathy, and problem-solving to meet the needs of internal and external stakeholders effectively.

### **Training Methodology:**

The training sessions were interactive and engaging, incorporating lectures, role-plays, case studies, and group discussions. Participants were encouraged to share their experiences and insights, fostering a collaborative learning environment.

### **Conclusion:**

The Behavioral Skills and Etiquettes training program proved to be highly beneficial for the non-teaching staff, equipping them with essential skills to navigate various professional situations with confidence and competence. By enhancing interpersonal skills, professional etiquette, conflict resolution abilities, and customer service excellence, the program aimed to promote a

positive work culture and enhance overall productivity and satisfaction among staff members. The success of the training reflects the institution's commitment to holistic staff development and fostering a conducive work environment conducive to growth and success.

Dr A Srinath

Principal – Academic Staff College



