



BACKWARD CLASS YOUTH RELIEF COMMITTEE'S

BHIWAPUR MAHAVIDYALAYA

BHIWAPUR DIST. NAGPUR- 441201

ACCREDITED WITH GRADE 'B' (CGPA-2.54) BY NAAC, BENGALURU

ISO-9001:2015

AFFILIATED TO RASHTRASANT TUKADOJI MAHARAJ NAGPUR UNIVERSITY, NAGPUR

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ACTIVITY REPORT

ACADEMIC SESSION	2018-2019
ORGANIZER	Internal Quality Assurance Cell Bhiwapur Mahavidyalaya, Bhiwapur
NAME OF THE ACTIVITY WITH TITLE	One day Training Programme on "Soft Skills while dealing with the Stakeholders"
DATE OF ACTIVITY	18 th April, 2019
MODE OF ACTIVITY	Offline
ORGANIZING COMMITTEE	Internal Quality Assurance Cell Bhiwapur Mahavidyalaya, Bhiwapur
PROGRAMME COORDINATOR	Asst. Prof. Dr. Mangesh V. Kadu
COMMITTEE MEMBERS	Asst. Prof. Dr. Vinita Virgandham
NUMBER OF STUDENTS / BENEFICIARIES PARTICIPATED	All the Non-teaching Staff
BRIEF REPORT	Bhiwapur Mahavidyalaya, under the auspices of IQAC, organized one-day Guidance Programme on the topic 'Soft

Skills while dealing with the Stakeholders' on 18th April, 2019 to guide the non-teaching staff of our Institution to impress them upon the techniques to deal with the Stakeholders with soft skills. This Programme was specially organized for the non-teaching staff. All non-teaching staff members of Bhiwapur Mahavidyalaya participated in this Programme. The Administrative employees of our Institution are duty bound to complete their tasks during their office hours. While performing their duties many students and other stakeholders come in to their contacts. Though they are engaged in completing other important tasks, they have to entertain the stakeholders softly. However, mostly they couldn't deal with them in proper manner. Due to these unethical practices of the non-teaching staff, the stakeholders often get embarrassed and create problems. To avoid such unpleasant situations, the non-teaching staff should be trained to deal with the stakeholders in sophisticated manner.

Principal of the College, Dr. Jobi George, graced the Chair as the Chairperson of this Programme. The IQAC Coordinator of the College Asst. Prof. Dr. Mangesh Kadu was the Chief Trainer of this Programme. Asst. Prof. Dr. M. R. Chavhan welcomed the Chairperson of the Training Programme with a bouquet. The Chief Trainer Dr. Mangesh Kadu was welcomed by Mr. Amol Bhagat, Junior Clerk of the College.

At the outset, Associate Prof. Dr. Sunil Shinde explained the purpose behind organizing this Programme. At the beginning of the Training Programme, Asst. Prof. Dr. Mangesh Kadu

interacted with the participants regarding the problems faced by them while dealing with the stakeholders. As he interacted, everyone confessed that they couldn't always deal properly with the stakeholders.

The Chief Trainer further explained to them that the act of dealing with the stakeholders is an art which can be achieved through experiences and consistent practices, motivational reading and listening to the life stories of successful personalities.

He made some suggestions for improvisation as;

1. Avoid unnecessary unpleasant communications with the stakeholders.
2. Don't forget to welcome the stakeholders with smile.
3. Ensure the stakeholders' satisfaction.
4. Don't make empty promises to the stakeholders.
5. Maintain the details of 'Visit Record' of stakeholders.
6. Try to be clam and quite in all situations.
7. Use appropriate words while dealing with the stakeholders.

Dr. Jobi George, the Chairperson of the Training Programme, delivered his Presidential Address. He expressed his experiences with the Administrative staff of the College that they ought to complete many assignments within the scheduled time frame. However, on many occasions, they get stressed with the worry that whether the task would be completed on time or not. This leads to improper behaviour with the stakeholders,

	<p>which is harmful to the reputation of the Institution, Management and staff too.</p> <p>Towards the end of the Programme, Asst. Prof. Dr. Motiraj Chavhan Head, Department of History and NSS Programme Officer, proposed the formal Vote of Thanks.</p>
<p>PROGRAMME OBJECTIVES</p>	<ol style="list-style-type: none"> 1. To identify the causes for the improper behavior of the non-teaching staff with the stakeholders. 2. To instruct the non-teaching staff to behave properly with the stakeholders. 3. To educate the non-teaching staff to fill up the gap between them and the stakeholders.
<p>PROGRAMME OUTCOMES</p>	<ol style="list-style-type: none"> 1. Several major and minor causes were identified for the improper behaviour of the non-teaching staff with the stakeholders. 2. All the participants were benefited by this Training Programme. They learned the basics of dealing with the stakeholders with love and compassion. 3. The participants got motivated and satisfied with this Training Programme.

**PHOTO GALLERY
WITH CAPTIONS**



Chief Instructor of the Programme and IOAC Coordinator Asst. Prof. Dr. Mangesh Kadu was welcomed by member of the non-teaching staff Mrs. Jija Parate (Lab Attendant Department of Zoology)



Asst. Prof. Dr. Mangesh Kadu while explaining the importance of the given topic at the beginning of the programme



Asst. Prof. Dr. Mangesh Kadu during his demonstration



Asst. Prof. Dr. Mangesh Kadu while asking questions during his expert lecture



Asst. Prof. Dr. Mangesh Kadu during his demonstration

Principal
Bhiwapur Mahavidyalaya