



ATHARVA INSTITUTE OF MANAGEMENT STUDIES

(Approved by AICTE, DTE & Affiliated to University of Mumbai)
(NAAC Accredited)

Staff Development Programme

On

**“Enhancing communication
skills”**

From

18/6/2018 to 20/6/2018

About AIMS

At Atharva, we believe in creating value through continuous effort to build up future managers. AIMS started with merely 25 students in 2003, which is now ranging to a strength of 300 students per year under our flagship programs affiliated to University of Mumbai viz. Masters in Management Studies(MMS) and three years MMS Program for working executives in Finance, Marketing & HR. AIMS has set quite a few benchmarks in the industry and across the nation by introducing the corporate concept of Mentor-Mentee Program, Stock Market Simulation Program, IT Awareness Programme 'IT Talks', E-Cell, Leadership Talks, Alumni Speaks, Expert Talks, International Research Conferences and Live Projects with reputed brands.

About SDP

The teaching staff members focus on delivering educational content and instruction; non-teaching staff members provide essential support services that are vital for the overall operation and effectiveness of the organization. The staff development program is conducted to foster the growth, learning, and professional development of employees within the organization. It plays a crucial role in enhancing individual skills, improving job performance, and supporting the overall success of the organization. Following are the key objectives of the present staff development program.

INTRODUCTION:

Effective communication skills and email etiquette play a crucial role in today's professional landscape. Whether it's collaborating with colleagues, interacting with clients, or conveying information, clear and concise communication is essential. This staff development session aims to provide valuable insights and practical strategies for enhancing communication skills and mastering email etiquette. By cultivating these vital competencies, participants will be better equipped to foster positive relationships, minimize misunderstandings, and promote professional growth.

Objectives

- To enhance the skills and knowledge of employees in specific job-related skills, such as communication, leadership and technical expertise.
- The ability to convey ideas clearly, listen actively, and understand others' perspectives is vital for fostering a positive work environment and achieving organizational goals. This staff development report aims to outline strategies and recommendations for enhancing communication skills among our staff members.
- To Nurture a learning culture by promoting continuous learning and professional development, and create an environment where employees are encouraged to acquire latest know-how and skills, share insights and best practices, and collaborate with their colleagues.
- To bring adoptability to changing educational sector trends that can help institute stay competitive by ensuring that staff is equipped with the latest knowledge and skills. This objective involves keeping employees updated on emerging trends, technologies, and best practices relevant to their roles.

MODULES:

Module 1: Understanding Effective Communication

- Overview of the importance of communication in the workplace
- Components of effective communication: verbal, non-verbal, written, and listening skills
- Barriers to effective communication and how to overcome them

Module 2: Active Listening Skills

- Importance of active listening in communication
- Techniques for active listening: paraphrasing, summarizing, and asking clarifying questions
- Practicing active listening through role-playing exercises

Module 3: Clarity in Communication

- Strategies for conveying ideas clearly and concisely
- Importance of structuring messages for clarity
- Practice exercises to improve clarity in verbal and written communication

Module 4: Assertive Communication

- Understanding assertiveness and its role in effective communication
- Techniques for expressing opinions, needs, and concerns assertively
- Role-playing exercises to practice assertive communication in various scenarios

Module 5: Empathy and Understanding

- Importance of empathy in communication
- Techniques for showing empathy and understanding others' perspectives
- Role-playing exercises to practice empathetic communication

Module 6: Delivering Constructive Feedback

- Importance of constructive feedback in professional growth
- Strategies for delivering feedback effectively and respectfully
- Practice sessions for giving and receiving constructive feedback

Module 7: Communication in Conflict Resolution

- Understanding conflict and its impact on communication
- Strategies for resolving conflicts through effective communication
- Role-playing exercises to practice communication skills in conflict resolution scenarios

ATTENDEES:

K RAM PRASAD
PRAKASH BHATKAR
PRATHAMESH RAMESH THAKUR
PRIYANKA GOSAVI
NEETA DESHPANDE
ANOUSHKA RASAM
SACHIN BIDWE
SWATI GANESH SHIRODKAR
SONI JAY SINGH

Photo Gallery:

Prof. Reena Poojara addressing staff



CERTIFICATES:



ATHARVA INSTITUTE OF MANAGEMENT STUDIES

(Affiliated to University of Mumbai, approved by DTE & AICTE)

CERTIFICATE

This is to Certify that

Mr. Kram Prasad

has successfully completed Communication Skills Training in
Academic year 2018-19 organised by Atharva Institute of Management Studies.



31/08/2018
Date

Handwritten signature of Prof. Reena Poojara in black ink.

Prof. Reena Poojara
Trainer

Handwritten signature of Dr. Sujata Pandey in black ink.

Dr. Sujata Pandey
Director