



UGC-DEB Sponsored one-day
Staff Training Programme for the Non-academic Staff

Organized by

Centre for Internal Quality Assurance (CIQA)

16th March 2023

Venue: Subhas Chandra Sabhaghar, NSOU Hqtrs

REPORT

For developing the soft skills of the non-teaching staff of the University, a training programme was organized by the CIQA on 16th March 2023 in Subhas Chandra Sabhaghar. The inaugural session was started by the Professor Anirban Ghosh, Director, CIQA.

Total number of participants:64

Program Facilitators:

Facilitator of the First Session	Mr. Purandar Sengupta Certified Master Trainer (NIESBUD, Government of India) Certified Master Trainer & Instructional Designer (MEHR & HRCI, US)
Facilitator of the Second Session	Mr. Anindya Sundar Dey Expert in Health, Wellbeing & Stress-Management

Objectives:

- To enhance the communicative proficiency of the participants.
- To facilitate the participants in developing cognitive resilience and fortitude.
- To facilitate the participants in diluting the intrinsic stress and environment-induced stress.
- To facilitate the participants in conducting Appreciative Inquiry and diagnose the pent-up resource of each other within a group setting
- To foster the Metacognitive Competencies of the participants through facilitative techniques

In his inaugural address, he informed that this is the first time that such programme is being organized. On behalf of the university, CA Sachindra Chandra Kar, Finance Officer, and Professor Chandan Basu, Director, School of Social Sciences were also present during the training session. All the speakers deliberated on the issue of staff training and all agreed that such type of programme may be held at least once in a year because the training of any group of employees can enhance the quality of their work.



Session wise Activities:

Activities in the First Session	Activities in the Second Session
<ul style="list-style-type: none"> ✚ Group-Based Resource Mapping through Appreciative Inquiry ✚ Metacognitive Competency Development through Tower Building Exercise 	<ul style="list-style-type: none"> ✚ Dilution of Stress ✚ Strategic Interventions for fostering psychological resilience & fortitude

Characteristic Features of the Capacity-Building Workshop:

- ✚ The workshop was characterized by dialogue-driven interventions. Two-way communication between the participants and the Facilitator, along with paraphrasing, and parenthesis, enhanced the communicative proficiency of the participants
- ✚ The Facilitators made strategic and sustained efforts to ensure spontaneous participation and holistic engagement of the participants
- ✚ The Facilitators played instrumental roles in eliciting the latent competencies of the participants
- ✚ The facilitators triggered joy and delight within the participants and induced joyful learning
- ✚ The Facilitators induced Collaborative Learning. The participants were encouraged by the Facilitators to have open discussions and orchestrate the seamless exchange of views, thoughts, and opinions among them. Moreover, they were inspired to achieve common learning goals through a sustained collaborative effort.



Result Chain

Output in the Training Hall	Expected Outcome in the Workplace
The participants have manifested seamless teamwork	<ul style="list-style-type: none"> • The participants will be able to foster harmony and solidarity within the team. • The participants will be able to deliver highly qualitative performance through integrated team-effort
The participants have carried out collaborative planning and collective decision making	<ul style="list-style-type: none"> • The participants will be able to frame strategic action plans with a collaborative approach. • The Participants will be able to make smart decisions on the basis of collaborative and participatory planning
The participants have achieved success in identifying the core	<ul style="list-style-type: none"> • It is expected that the participants will be able to deploy their Metacognitive Competencies

<p>rationale that is influencing their thought processes and actions.</p>	<p>judiciously and continue to monitor and evaluate their strategic activities with the utmost level of meticulousness</p>
<p>The participants have been acquainted with the conceptual and procedural aspects of Appreciative Inquiry. They have also deciphered the significant role of Appreciative Inquiry in facilitating people to elicit their hidden competencies</p>	<ul style="list-style-type: none"> • It is expected that the participants will be able to elicit the latent resources of their subordinates /colleagues through the effective application of Appreciative Inquiry
<p>The participants have got apprised of the Problem-Based Learning Model</p>	<ul style="list-style-type: none"> • It is expected that the participants will not succumb to pressure in problematic situations. • It is expected that the participants will be able to analyze problems and deploy appropriate strategic interventions for alleviating the problem components • It is expected that the participants will elicit learning inputs from the practical experiences incurred by them during their effort in solving problems
<p>The participants got apprised of the technique of inducing achievement-motivation within others viz. the team-members</p>	<ul style="list-style-type: none"> • It is expected that the participants will be able to trigger achievement motivation within their subordinates/colleagues and build up a result-focused approach within them.
<p>The participants have learned the technique of diluting situational stress</p>	<ul style="list-style-type: none"> • It is expected that the participants will be able to combat stressful situations in their workplace by deploying their cognitive precision, emotive fortitude, and behavioral resilience.

Conclusion

The result-oriented workshop aimed at enhancing the psychosocial competencies of the participants. Competencies are causally linked to Performance. Hence it can be logically inferred that the participants of this workshop will emerge as better performers in the workplace, under the causative influence of the acquired competencies

The conducive behaviors of the two Facilitators played instrumental roles in establishing rapport and mutual trust with the program participants.





This puts an end to the tenable report which encompasses the vivid depiction of the workshop with precision ad finesse.

It is judicious to acknowledge the valued contribution of Prof. (Dr.) Anirban Ghosh-Director of CIQA of Netaji Subhas Open University for conceptualizing planning and implementing the workshop with an outcome-oriented approach.

In the closing session, Director, CIQA requested the participants to share their experiences regarding the programme. Sri Sarbajit Choudhury proposed formal vote of thanks. All the participants were very happy to attend the training programme and requested to organize such training every year.

--Report prepared by Director, CIQA