

## Effective Verbal Communication

(Day 1)

**Our speaker Mr. Shubham H. H** told that the ways to improve effective verbal communication .Verbal communication refers to the use of language to convey information. Verbal communication skills represent more than speaking abilities—they demonstrate how you deliver and receive messages in both speaking and written interactions..

## Effective Non Verbal Communication

(DAY 2)

He told the ways to improve effective non verbal communication Nonverbal communication refers to the way we convey information through our emotions, needs, intentions, and attitudes. Some examples of nonverbal communication are facial expressions, eye contact, and posture. This type of communication also includes the gestures you make, your tone of voice, and the way you use mannerisms to emphasize or complement your verbal messages.

## Barriers to Effective Communication

( Day 3)

**Mr. Shubham H. H** told that Recognising the most common communication barriers and understanding how they impact on effective communication is very important. Removing barriers is one of the easiest ways to improve communication. This article briefly studies the major obstacles to communication. Each barrier will then be examined in turn in further articles, with tips on overcoming each one.

## Telephonic Skill: Greetings and call Opening and Closing

(Day 4)

**Mr. Naman Chaudhary** told that Telephone etiquette implies the manners of using Telephone communication including the way you represent your Business and yourself, greeting the receiver, the tone of voice, the choice of words, listening skills, the closure to the call, etc. Telephone etiquette is essential when you communicate on the Telephone. The customer analyses you and your Business according to your communication..

*Asim*  
Principal

Lucknow Public College of Professional Studies  
Vinayra Khand, Gomtinagar, Lucknow

## Telephonic Skill: Listening Skill

(Day 5)

**Mr. Shubham H. H** told that Good telephone etiquette is critical for the success of your business. In fact, 90% of consumers will not do business with a company after experiencing poor customer service on a phone call. Additionally, it takes 12 positive customer experiences to make up for a single, unresolved negative telephone experience. With this in mind, effective telephone skills are critical in improving customer service, whether you manage a doctor's office, funeral home, or HVAC company.

## Telephonic Skill: Time Boudation

(Day 6)

**Mr. Naman Chaudhary** told There are lots of different phone skill definitions, but we like this one most: "Telephone skills are made up of 4 key aspects; communication skills, interpersonal skills, phone etiquette and call management skills." So many people assume phone skills all just come down to manners. While that's definitely part of it, it doesn't give us the whole picture. Phone skills should be thought of as an all-encompassing term for how your business interacts with customers over the phone.

## Office Skill

(Day 7)

**Mr. Shubham H. H** told Office skills are basic administrative skills that help an office function smoothly. Employers often expect administrators to have experience or knowledge of basic office skills before they hire them. These skills allow administrators to schedule appointments, greet customers, ensure the office is functioning properly and provide employees with office resources. Many offices need administrators who possess strong office skills. Office administrators are responsible for schedules, organization and customer relations.

## MCQ/ Assessment/ Case Study

(Day 8)

**Mr. Naman Chaudhary** told Personality tests can be used to help clarify a clinical diagnosis, guide therapeutic interventions, and help predict how people may respond in different situations. Personality is something that we informally assess and describe every day. When we talk about ourselves and others, we frequently refer to different characteristics of an individual's personality. For example, we might refer to someone as adventurous, kind, or moody. Psychologists do much the same thing when they assess personality but on a more systematic and scientific level.

*Asnaq*  
Principal  
Lucknow Public College of Professional Studies  
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## Conflict Management

(Day-9)

**Mr. Shubham H. H** told that Conflict management is the practice of being able to identify and managing conflicts sensibly, fairly, and efficiently. Conflict management process deals with (perceived) incompatibilities or disagreements arising from, for example, diverging opinions, objectives, and needs. Since conflicts in a business are a natural part of the workplace, it is important that there are people who understand conflicts and know how to resolve them. This is important in today's market more than ever.

## Stress Management

(Day 10)

**Mr. Naman Chaudhary** told Why is stress management so important?

It's normal to face stressful situations in life. Everyday stressors include everything from the daily commute to paying your taxes.

Stress affects everyone. The important thing is to learn to manage it so that our stress levels don't become overwhelming.

### Symptoms of stress

- Unexpected mood swings
- Insomnia or difficulty staying asleep
- Constant fatigue
- Weight changes: both weight loss or weight gain
- Digestion issues
- Inability to concentrate
- Headaches
- Anxiety and panic attacks
- Increased bodily tension
- New or heightened obsessive/compulsive behavior

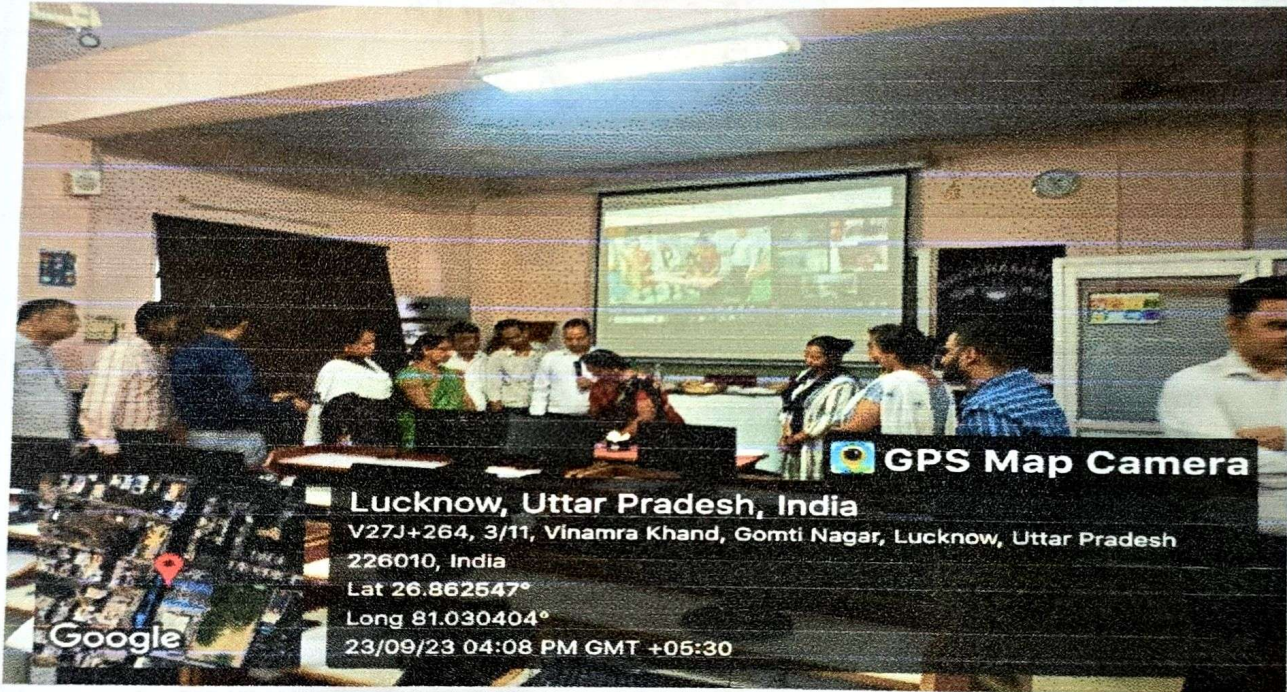
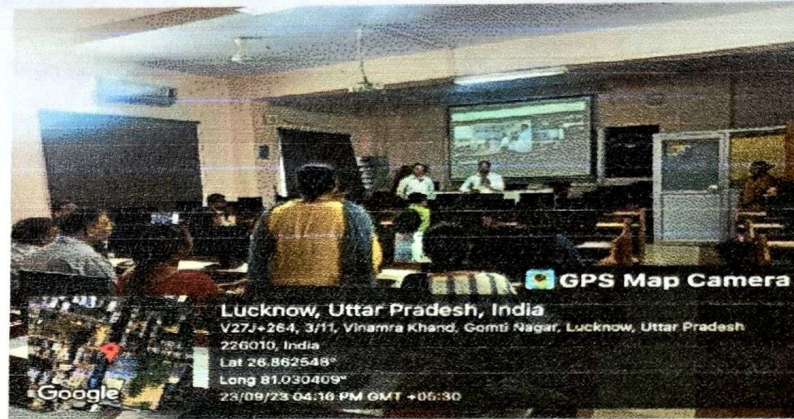
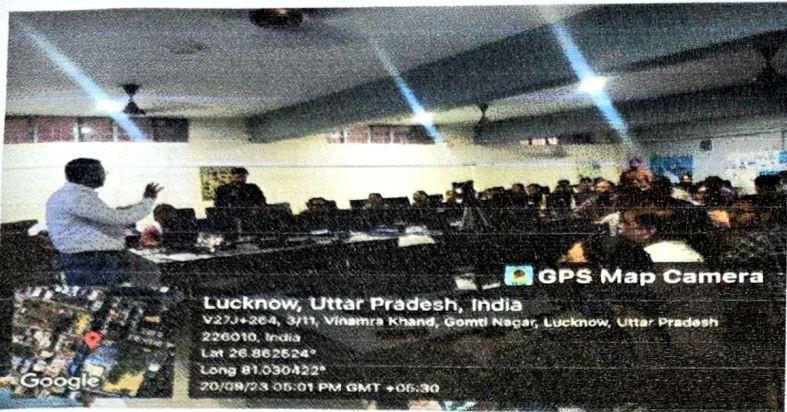
You may experience one or two of the above symptoms while your friend is grappling with five of them. Both responses are entirely normal but require different stress management techniques.



Principal

Lucknow Public College of Professional Studies  
Vinanra Khand, Gomtinagar, Lucknow

Some of the photographs of training session



24.09.23 - Sunday

(11)

S.No	Name	Branch	Designation	Mode
1.	Ms. Santosh Verma	Ganti Nagar	अंतरिक्ष	ऑनलाइन
2.	Ms. Durgesh Kumar	Ganti Nagar	अंतरिक्ष	ऑनलाइन
3.	Ms. Reena Verma	Amroli	अंतरिक्ष	ऑनलाइन
4.	Ms. Archana Verma	Bindavan		
5.	Ms. Neeta Pant	Sahara State	Caretaker	ऑनलाइन
6.	Ms. Anubhav Singh	Sahara State	Brand Supervisor	ऑनलाइन
7.	Ms. Vivek Kumar	A-Block		ऑनलाइन
8.	Ms. Murri Verma	A-Block		ऑनलाइन
9.	Ms. Divyanshu Singh	Anand Nagar		ऑनलाइन
10.	Ms. Marisha Devi	Barabanki	Caretaker	ऑनलाइन
11.	Ms. Amandeep Karanjia	Lakhimpur		ऑनलाइन
12.	Ms. Mahendra Pal	Sitapur	Caretaker	ऑनलाइन
13.	Ms. Rajendra Dogra	Sitapur		ऑनलाइन
14.	Ms. Sarojini Devi	अंतरिक्ष	अंतरिक्ष	ऑनलाइन
15.	Ms. Shekhar Singh	DLF		
16.	Ms. Adesh (Rajesh Singh)	Madhoganj		ऑनलाइन
17.	Ms. Anshu Yadav	Ganti Nagar	Warden	ऑनलाइन
18.	Ms. Ineh Lata	अंतरिक्ष		
19.	Ms. Shiv Bhanu Verma	Ganti Nagar	Warden	ऑनलाइन
20.	Ms. Avnish Pandey	Lakhimpur		ऑनलाइन
21.	Ms. Surita Verma	Lakhimpur		ऑनलाइन
22.	Ms. Anchal Dixit	A-Block		ऑनलाइन
23.	Ms. Ankit Agarwal	A-Block		ऑनलाइन
24.	Ms. Lakshmi Shukla	A-Block	Front office	ऑनलाइन
25.	Ms. Vivek Singh			
26.	Ms. Vikas Divedi	Amroli	Accountant	ऑनलाइन
27.	Ms. Ashish Kumar Babu	Sahara State	- Do -	ऑनलाइन
28.	Ms. Bipin Kumar	Sahara State	Accountant	ऑनलाइन
29.	Ms. Debraj Singh			
30.	Ms. Ashish Tewari	Sitapur	Accountant	ऑनलाइन

S.No	20.09.23		21.09.23		22.09.23		23.09.23		25.09.23		26.09.23	
	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT	IN	OUT
1.	11:30	12:30	11:30	12:30	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
2.	11:30	12:30	11:30	12:30	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
3.	11:30	12:30	11:30	12:30	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
4.	-	-	-	-	-	-	-	-	-	-	-	-
5.	-	-	-	-	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
6.	-	-	-	-	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
7.	11:30	12:30	11:30	12:30	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
8.	P	P	P	P	A	A	A	A	A	A	P	P
9.	A	A	Grinep	Grinep	A	A	A	A	A	A	P	P
10.	11:30	12:30	11:30	12:30	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
11.	-	-	-	-	-	-	-	-	-	-	-	-
12.	P	P	P	P	✓	P	P	P	✓	P	✓	P
13.	P	P	P	P	✓	P	P	P	✓	P	✓	P
14.	11:30	12:30	11:30	12:30	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
15.	-	-	-	-	P	P	-	-	-	-	P	P
16.	P	P	-	-	-	-	-	-	-	-	-	-
17.	A	A	A	A	A	A	A	A	✓	A	✓	A
18.	A	A	A	A	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
19.	-	-	-	-	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
20.	P	P	P	P	P	P	P	P	✓	P	✓	P
21.	P	P	P	P	P	P	P	P	✓	P	✓	P
22.	P	P	P	P	P	P	P	P	✓	P	✓	P
23.	11:30	12:30	11:30	12:30	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
24.	3:15	4:50	3:15	4:50	3:15	4:50	3:15	4:50	✓	4:50	✓	4:50
25.	-	-	-	-	-	-	-	-	-	-	-	-
26.	11:30	12:30	11:30	12:30	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
27.	11:30	12:30	11:30	12:30	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
28.	11:30	12:30	11:30	12:30	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
29.	11:30	12:30	11:30	12:30	11:30	12:30	11:30	12:30	✓	12:30	✓	12:30
30.	P	P	P	P	P	P	P	P	✓	P	✓	P

Lucknow Public College of Professional Studies  
Lucknow, India

S.No.	Name	Branch	Designation	Mode
31.	Mr. Navendra Singh	Anand Nagar.		
32.	Ms. Navendra Singh	Gent Nagar.	Accountant	
33.	Ms. Pawan Srivastava.	Gent. Nagar	Asst. Accont.	off/ln
34.	Mr. Shari Singh	Gondi Nagar	Clerk	office
35.	Ms. Msudula Verma :	Vaundavan		office
36.	Ms. Vijay Shyama.	Vaundavan		online
37.	Ms. Parkej Verma.	lathimpur		Online
38.	Ms. Vijay Bahadur.	Madhagarj		Online
39.	Ms. Rajesh Kumar.	Madhagarj		Online
40.	Mr. Vaibhav Singh.	Dellia		Online
41.	Ms. Vikas Verma.	Burabanki		offline
42.	Ms. Anoop Kumar Verma.	Burabanki	Accountant	offline
43.	Ms. Shashi Mishra.	Gent. Nagar	Sr. Accountant	office
44.	Ms. Poojet Kumar.	Gent. Nagar	Sr. Accountant	"
45.	Mr. Lakshmi Shankar.			
46.	Mr. Faye Symonds	A-Block	Front Desk Creativ	offline
47.	Mr. Vivek Singh	B-Block	Accounts	office
48.	Ms. Ruchi Kannaujia	Amnopolli	Front Desk Executive	offline
49.	Ms. Minakshi Ojha.	Saharn states	F.O.E	offline
50.	Ms. Rojendra Dogra.	STP		online
51.	Mr. Harleen Kaur.	Anand Nagar.	front Desk/Asst	offline
52.	Ms. Nivideta	Gent Nagar	front Desk Executive	office
53.	Ms. Anit Laloman	Vaundavan	front office.	offline
54.	Ms. Ajay.	LMP	- roll -	online.
55.	Ms. Vinila Shalin	Burabanki	front office personal	off line
56.	Ms. Musataker Ansari	Madhagarj	FOE.	online
57.	Ms. Mithun.	New Delhi	FOE/ Admin	online
58.	Ms. Prasad Kumar	L.P.S. Head office	Kaistaller	office
59.	Ms. Ritesh	Head office	FOE	offline.
60.	Mr. Anvita Yadav.	Gondi Nagar	Warden	offline
61.	Ms. Sanjay Jain	Vaundavan	Maintenance Supervisor	offline
62.	Mr. Rameshjee Kaur	Head office	Inspection	offline
63.	Ms. C. S. Gupta	Anand Nagar	Accountant	

S.No.	20-09-23	21-09-23	22-09-23	23-09-23	25-09-23	26-09-23	
IN	OUT	IN	OUT	IN	OUT	IN	OUT
31.	off	off	off	off	off	off	off
32.	A	A	A	A	A	A	A
33.	3:15	5:50	3:15	5:46	3:20	5:40	3:15
34.	3:20	5:43	3:15	5:46	3:30	5:35	3:15
35.	3:20	5:43	3:15	5:46	3:30	5:35	3:15
36.	3:20	5:43	3:15	5:46	3:30	5:35	3:15
37.	P	P	P	P	P	P	P
38.	P	P	P	P	P	P	P
39.	P	P	P	P	P	P	P
40.	P	P	P	P	P	P	P
41.	P	P	P	P	P	P	P
42.	AG	AG	AG	AG	AG	AG	AG
43.	3:15	5:00	3:15	5:00	3:15	5:00	3:15
44.	3:15	5:00	3:15	5:00	3:15	5:00	3:15
45.							
46.	3:15	5:50	3:50	5:50	3:15	5:50	3:15
47.	3:15	5:50	3:50	5:50	3:15	5:50	3:15
48.	3:15	5:50	3:50	5:50	3:15	5:50	3:15
49.	P	P	P	P	P	P	P
50.	P	P	P	P	P	P	P
51.	3:20	5:30	3:25	5:30	3:20	5:30	3:20
52.	3:20	5:43	3:15	5:46	3:15	5:46	3:15
53.	3:20	5:15	3:15	5:46	3:15	5:46	3:15
54.	P	P	P	P	P	P	P
55.	P	P	P	P	P	P	P
56.	P	P	P	P	P	P	P
57.	P	P	P	P	P	P	P
58.	P	P	P	P	P	P	P
59.	P	P	P	P	P	P	P
60.	P	P	P	P	P	P	P
61.	P	P	P	P	P	P	P
62.	P	P	P	P	P	P	P
63.	P	P	P	P	P	P	P

24.09.23 - Sunday

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S.

S.No.	Name	Branch	Designation	Mode
364	Anand Singh	CLA	P.A. (Karti Singh)	offline (21.9.23)
365	Aman Singh	Gamma printer	J. R. Coordinator	offline
366	Ujjawal Mishra	LPCPS		offline
367	Amrit Singh	Marketing Team	Personal Secretary	offline

S.No.	22.9.23		23.9.23		25.9.23		26.09.23	
	IN	OUT	IN	OUT	IN	OUT	IN	OUT
64.	Anand	Anand	A	A	Anand	Anand	Anand	Anand
65.	<del>Anand</del>	-	Anand	Anand	Anand	P	A	A
66.	-	-	-	-	-	-	Anand	Anand
67.	Abhyt	Abhyt	Abhyt	Abhyt	Abhyt	Abhyt	Abhyt	Abhyt

  
 Principal  
 Lucknow Public College of Professional Studies  
 Vinamra Khand, Gomtinagar, Lucknow

2023 - Barasafat  
 01.10.23 - Sunday  
 02.10.23 - Gandhi Jayanti

S.No	Name	Branch	Designation	Mode
1.	Ms. Santosh Verma	Gontinagar		Offline
2.	Mr. Dinesh Kumar	LPCPS		Offline
3.	Ms. Reena Verma	Annapali		Offline
4.	Ms. Archana Verma	Vindhavan		Offline
5.	Ms. Neeta Pant	Sahara States		Offline
6.	Mr. Anubhav Singh	Sahara States		Offline
7.	Mr. Vivek Kumar	A Block		Offline
8.	Ms. Murri Verma	A Block		Offline
9.	Mr. Dinyanesh Singh	Anand Nagar		Offline
10.	Ms. Manisha Devi	Barasanki		Offline
11.	Mr. Amandeep Kaurajia	Lakhimpur		Online
12.	Mr. Mahendra Pal	Sitapur		Online
13.	Mr. Rajendra Dogra	Sitapur		Online
14.	Ms. Sarojini Devi	B Block		Offline
15.	Mr. Shikhar Singh	DLP		Offline
16.	Ms. Aashish	Machhaganj		Online
17.	Ms. Anvita Yadav	Gontinagar		Offline
18.	Ms. Anshu Kataria	Gontinagar		Offline
19.	Mr. Shiv Baran Verma	Gontinagar		Offline
20.	Mr. Avnish Pandey	Lakhimpur		Online
21.	Ms. Sunita Verma	Lakhimpur		Online
22.	Ms. Anchal Dixit	A-Block		Offline
23.	Mr. Ankit Agarwal	A-Block		Offline
24.	Ms. Lakshmi Shukla	A-Block		Offline
25.	Mr. Vikas Dwivedi	Annapali		Offline
26.	Mr. Ashish Kumar Sahu	Sahara States		Offline
27.	Mr. Bipin Kumar	Sahara States		Offline
28.	Mr. Deshraj Singh	Sahara State		Offline
29.	Mr. Ashish Jaisani	Sitapur		Online
30.	Mr. Narendra Singh	Anand Nagar		Offline
31.	Mr. Narendra Singh	Gontinagar		Offline
32.	Mr. Pawan Srivastava	Gontinagar		Offline

S.No	IN	OUT	IN	OUT	IN	OUT	IN	OUT
1.	Seth	Seth	Seth	P	Seth	Seth		
2.	Rishu	Rishu	A	A	Rishu	Rishu		
3.	Rishu	Rishu	Rishu	Rishu	Rishu	Rishu		
4.	Archana	Archana	Archana	Archana	Archana	Archana		
5.	Neeta	Neeta	Neeta	Neeta	Neeta	Neeta		
6.	Abhijit	Abhijit	A	A	Abhijit	Abhijit		
7.	Abhijit	Abhijit	A	A	Abhijit	Abhijit		
8.	Murri	Murri	Murri	Murri	Murri	Murri		
9.	Murri	Murri	Murri	Murri	Murri	Murri		
10.	Manisha	Manisha	Manisha	Manisha	Manisha	Manisha		
11.	A	A	A	A				
12.	P	P	P	P				
13.	P	P	P	P				
14.	<del>Manisha</del>	<del>Manisha</del>	<del>Manisha</del>	<del>Manisha</del>	<del>Manisha</del>	<del>Manisha</del>		
15.	A	A	A	A				
16.	P	P	P	P				
17.	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit		
18.	Sushant	Sushant	Sushant	Sushant	Sushant	Sushant		
19.	Sushant	Sushant	Sushant	Sushant	Sushant	Sushant		
20.	P	P	P	P				
21.	P	P	P	P				
22.	P (online)	P (online)	P (online)	P (online)				
23.	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit		
24.	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit		
25.	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit		
26.	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit		
27.	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit		
28.	B	B	B	B	B	B		
29.	P	P	P	P				
30.	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit		
31.	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit		
32.	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit	Abhijit		

Principal  
 Lucknow Public College of Professional  
 Vinamra Khand, Gontinagar, Lucknow



09-23- Barawafat  
 10-23- Sunday  
 02-10-23- Gandhi Jayanti.

Sl. No.	Name	Branch	Designation	Mode	27-09-23		29-09-23		30-09-23		03-10-23	
					IN	OUT	IN	OUT	IN	OUT	IN	OUT
33	Ms. Shari Singh	Gomtinagar		Offline	33							
34	Ms. Mridula Verma	Vindavan		Offline	34							
35	Ms. Vijay Sharma	Vindavan		Offline	35							
36	Ms. Parkaj Verma	Lakhimpur		Online	36	A	A	P	P			
37	Ms. Vijay Bahadur	Madhoganj		Online	37	P	P	P	P			
38	Ms. Rajesh Kumar Singh	Madhoganj		Online	38	P	P	P	P			
39	Ms. Vaibhav Singh	Delhi		Online	39	P	P	P	P			
40	Ms. Vikas Verma	Barabanki		Online	40	Online	Online	Online	Online	Online	Online	
41	Ms. Anoop Kumar Verma	DLF		Offline	41	Rg	Rg	Rg	Rg	Rg	Rg	
42	Ms. Shashi Mishra	LPCPS		Offline	42	Online	Online	Online	Online	Online	Online	
43	Ms. Pooja Kumar	LPCPS		Offline	43	Prof	Prof	Prof	Prof	Prof	Prof	
44	Ms. Faye Symonds	A Block		Offline	44	Off	Off	Off	Off	Off	Off	
45	Ms. Vivek Singh	B Block	Accountant / FR	Offline	45	Uu	Uu	Uu	Uu	Uu	Uu	
46	Ms. Ruchi Kanaujia	Annapali		Offline	46	Bo	Bo	Bo	Bo	Bo	Bo	
47	Ms. Nirakshi Ojha	Sahara States		Offline	47	Off	Off	Off	Off	Off	Off	
48	Ms. Rajendra Dogra	Sitapur		Online	48							
49	Ms. Harleen Kaur	Anand Nagar	Front Desk / Asst teacher	Offline	49	Wong	Wong	Wong	Wong	Wong	Wong	
50	Ms. Nivedita	Gomtinagar		Offline	50	Off	Off	Off	Off	Off	Off	
51	Ms. Amit Solomon	Vindavan		Offline	51	Off	Off	Off	Off	Off	Off	
52	Ms. Ajay Kumar	Lakhimpur		Online	52	A P	A P	A P	A P	A P	A P	
53	Ms. Vinika Bhatnagar	Barabanki		Offline	53	Wu	Wu	Wu	Wu	Wu	Wu	
54	Ms. Mustakeem Ansari	Madhoganj		Online	54	P	P	P	P			
55	Ms. Mithun	Delhi		Online	55	P	P	P	P			
56	Ms. Prasad Kumar	HO		Offline	56	Small	Small	Small	Small	Small	Small	
57	Ms. Ritesh	HO		Offline	57	Small	Small	Small	Small	Small	Small	
58	Ms. Sanjay Jain	Vindavan		Offline	58	Small	Small	Small	Small	Small	Small	
59	Ms. Ranajit Kumar	Inspector		Offline	59	A	A	A	A			
60	Ms. C.S. Gupta	Anand Nagar		Offline	60	A	A	A	A			
61	Ms. Anand Singh	CLA		Offline	61	A	A	A	A			
62	Ms. Aman Singh	HO	Guest	Offline	62	A	A	A	A			
63	Ms. Anand Singh	LPCPS	Guest	Offline	63	P	P	P	P			
64					64							
65					65							