

REPORT

On

TEN DAYS "TRAINING PROGRAM ON SOFT SKILLS"

(For Supporting Staff)

Organized by

Internal Quality Assurance Cell (IQAC)

LUCKNOW PUBLIC COLLEGE OF PROFESSIONAL STUDIES (LPCPS)

Date: September 20, 2023- October 03, 2023 Time: 4:00 PM onwards

Venue: Computer Lab, LPCPS

Introduction- A training program on soft skills for supportive staff is a structured and comprehensive initiative designed to enhance an individual's interpersonal and communication abilities, emotional intelligence, and other non-technical skills crucial for personal and professional success. Soft skills training typically covers a wide range of competencies, including effective communication, active listening, teamwork, adaptability, time management, problem-solving, and leadership. These skills are increasingly recognized as vital in today's workforce, as they complement technical expertise and contribute to better collaboration, productivity, and career advancement. In a rapidly evolving job market, investing in soft skills training is a strategic move to ensure individuals and teams are well-equipped to navigate challenges, build meaningful connections, and excel in their careers.

Objective of the Training Program-

- The objectives of the Soft Skills Training are to give each staff a realistic perspective of work and work expectations.
- To help formulate problem solving skills.
- To guide staff in making appropriate and responsible decisions.
- To create a desire to fulfill individual goals.
- To educate staff about unproductive thinking, self-defeating emotional impulses, and self-defeating behaviors.

Asiri
Principal
Lucknow Public College of Professional Studies
Vidya Khand, Gomti Nagar, Lucknow

**Day 10 (Schedule): 03 October 2023
(Tuesday)**

04:00 PM - 05:45 PM	Rohit Mohan	MCQ/ Assessment/ Case Study
05:45 PM - 06:00 PM	Valedictory session	

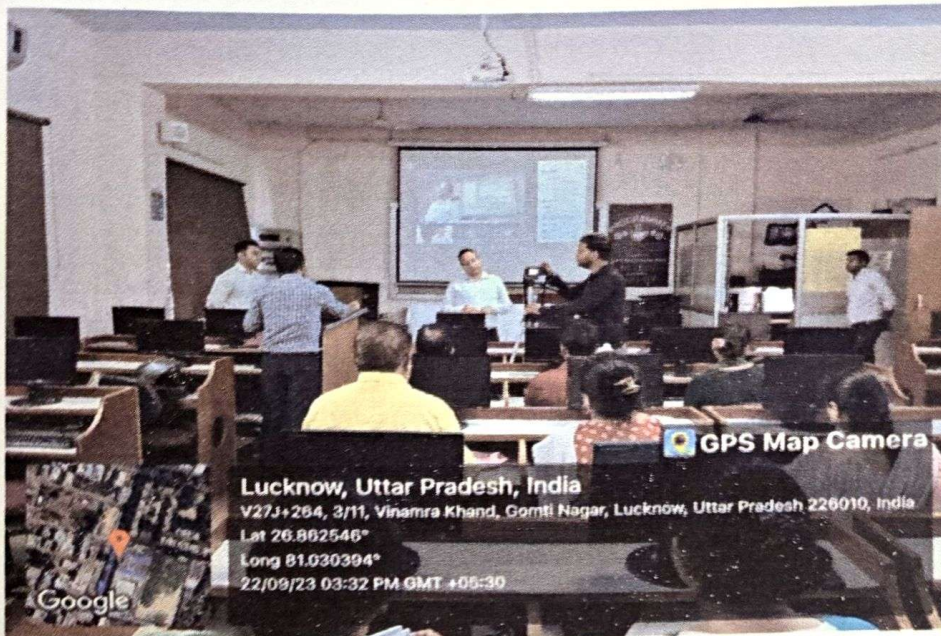
DAY - 1 Power of Imagination



Mr. Rohit Mohan told that What is imagination? Is there any particular way to imagine something? Why is it important? Our mind doesn't rest even for a single minute, not even while we are sleeping! So are these dreaming and imagination both the same? When you sleep, the dreams that arrive to you mostly depend on what you think of before sleeping. Some time these dreams are so helpful that they even show us the thing we crave for, but are uncontrolled. Dreams have so much meaning in them and what about imagination? Imagination is something that you dream while you are awake. You might have heard of people shouting why are you day dreaming? There is slight difference in a dream and imagining. Your body is completely unconscious while you are dreaming and subconscious when you imagine.

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

DAY-2 (Effective Communication)



Mr. Rohit Mohan told that Effective communication definition is the process of exchanging or transmitting ideas, information, thoughts, knowledge, data, opinion, or messages from the sender through a selected method or channel to the receiver with a purpose that can be understood with clarity. The process of effective communication makes both the sender and receiver satisfied. It is a cyclic process that starts with the sender and also ends with the sender as the sender receives a response or feedback from the receiver. Communication can occur in multiple forms and the information can be communicated from one person to another in various ways. The different forms of communication can be stated as follows: Verbal communication, Non-verbal communication, Written communication, Visual communication

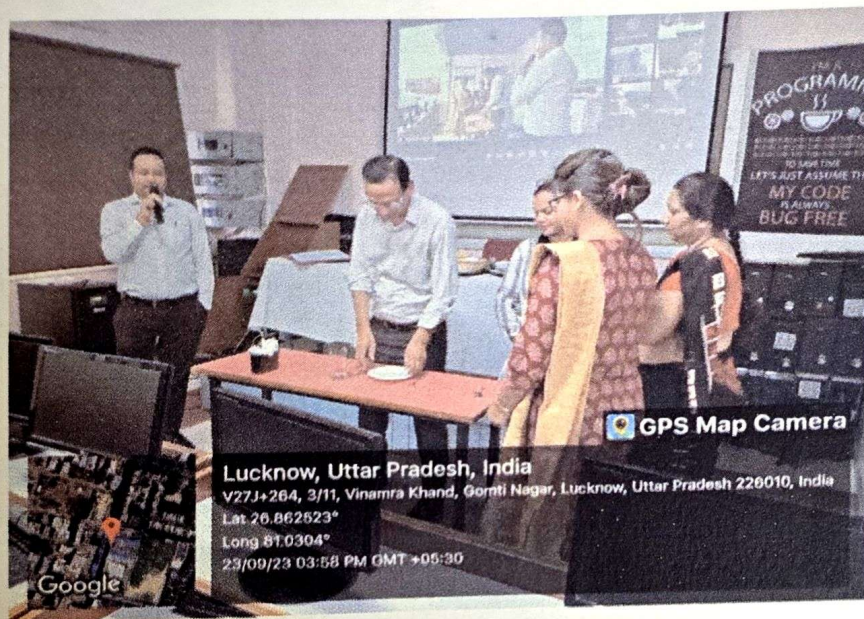
DAY-3 (Basics of House Keeping Services)



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

Mr. Rohit Mohan told that Housekeeping may be defined as 'provision of a clean, comfortable, safe and aesthetically appealing environment'. By another definition, 'housekeeping is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public areas, back areas and the surroundings'. The term Housekeeping outside the hospitality, hospitals refers to the management of daily duties and chores involved in the running of a household, such as cleaning, cooking, home maintenance, shopping, and bill payment etc. These daily recurring tasks may be performed by any members of the household, or by other persons like butler or maids who are hired for the purpose.

DAY-4 (House Keeping Services: Cleaning Process)



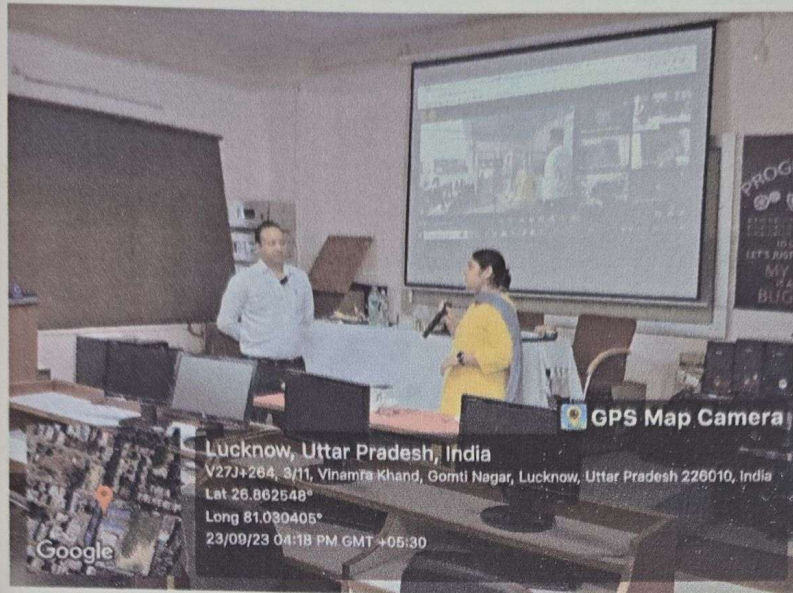
Mr. Rohit Mohan told that The Executive Housekeeper or Director of Housekeeping is accountable for managing and ensuring that all the housekeeping staff follows the standard operating procedures of cleaning and properly uses the methods of cleaning procedure. All the housekeeping staff must use the proper tools (mechanized or non-mechanized) that are been utilized to carry out the tasks assigned. The hotel has to do regular cleaning and finishing of the marble floors and carpets to keep their appearance, permanence, and durability. Executive housekeepers have to determine how and when carpets and floors need to be cleaned, it is an essential task and this task is further involved by the availability of different cleaning procedures, equipment, and chemicals. The housekeeping cleaning procedure can be done manually or mechanically. They may include distinct methods like washing i.e. make use of water as a cleaning and rinsing agent, abrasion, applying static or static electricity i.e. using of the static mop, suction i.e. use of vacuum cleaner, or by force by using pressurized water. The numerous types of cleaning procedures are summarized in this segment.

Asmita

Principal

Lucknow Public College of Professional Studies
Vinamra Khand, Gominagar, Lucknow

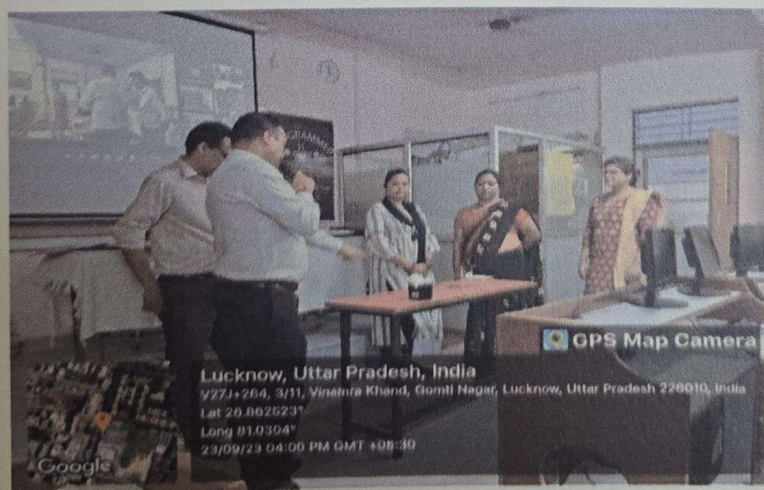
DAY-5 (Pest Control)



Mr. Rohit Mohan told that Pest control is the regulation or management of a species defined as a pest; such as any animal, plant or fungus that impacts adversely on human activities or environment.[1] The human response depends on the importance of the damage done and will range from tolerance, through deterrence and management, to attempts to completely eradicate the pest. Pest control measures may be performed as part of an integrated pest management strategy.

In homes and urban environments, the pests are the rodents, birds, insects and other organisms that share the habitat with humans, and that feed on and/or spoil possessions. Control of these pests is attempted through exclusion or quarantine, repulsion, physical removal or chemical means.[4] Alternatively, various methods of biological control can be used including sterilisation

DAY-6 (House Keeping Control Desk)



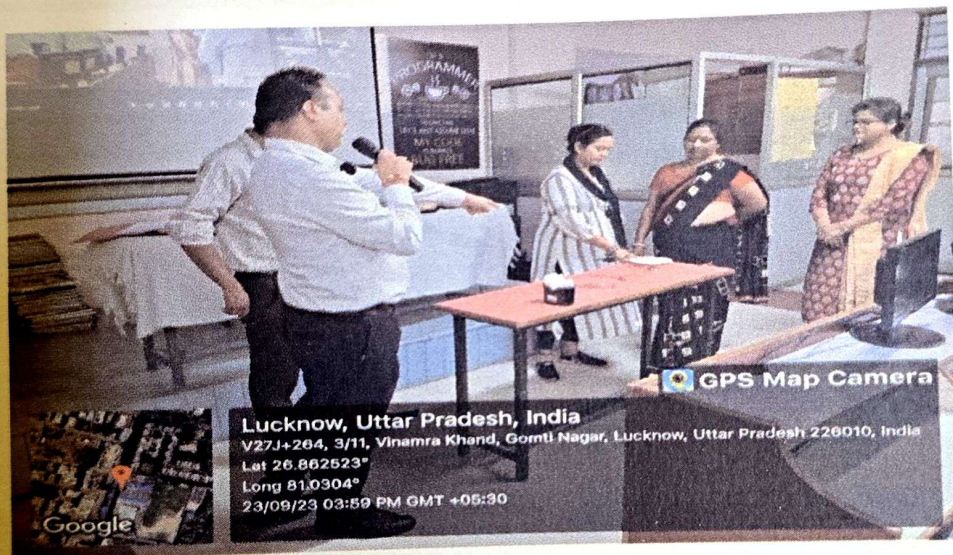
Asmita

Principal

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

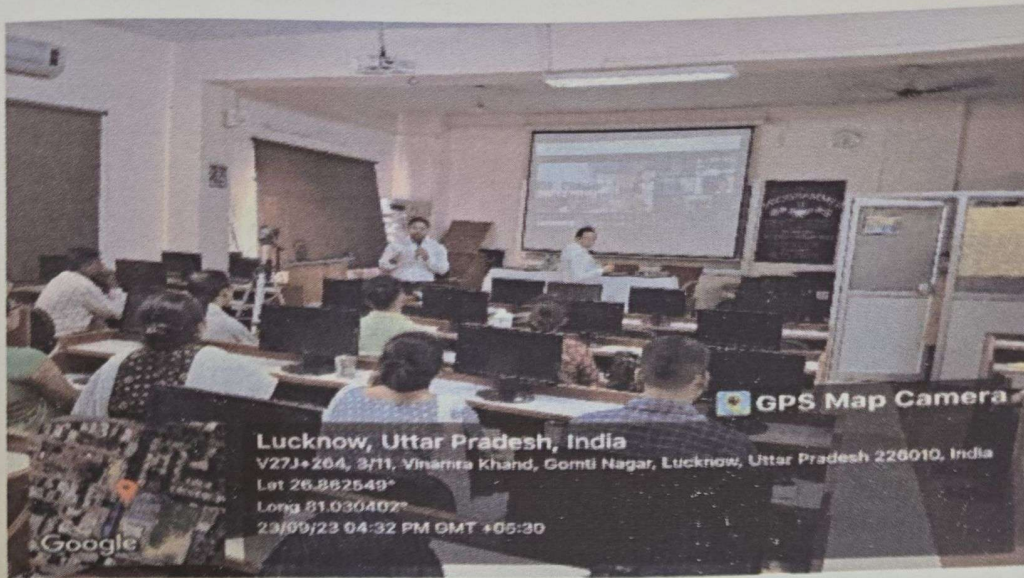
Mr. Rohit Mohan told that The housekeeping desk control is the nerve center of the entire department and its efficiency determines the smooth operation and effectiveness of the housekeeping. It is an important area for transferring various information to the various outlet department. The location of desk control is normally near the Executive housekeepers office. The desk has been manned 24 hours a day, otherwise the lifeline communication will be stopped. The area of control desk has large notice board which shows the main information's for the various housekeeping staff. The notice board displayed the following things. 1. Room no and number of room occupied per day 2. Special night cleaning schedule 3. Notice of V.I.P. in house and duration of stay 4. Duty roster of all the staff 5. Any other information Control Desk co-ordinate with the various departments by communications through telephone regarding All maintenance tasks.

DAY-7 (Neatness at Workplace)



Mr. Rohit Mohan told that Undertaking good personal hygiene is the act of looking after and maintaining your body in order to be clean and presentable for the workplace. In most jobs, you work with other people and it is important you practise good personal hygiene in order to make the working environment as enjoyable as possible for everyone. Good presentation also promotes a professional image and can help improve your own self-confidence and self-respect. All employers will expect their employees to maintain a good level of basic personal hygiene, as described above. Depending on your job, you may be asked to meet other hygiene standards on top of these basics. Here is an example of what might be expected for someone working in a food preparation environment.

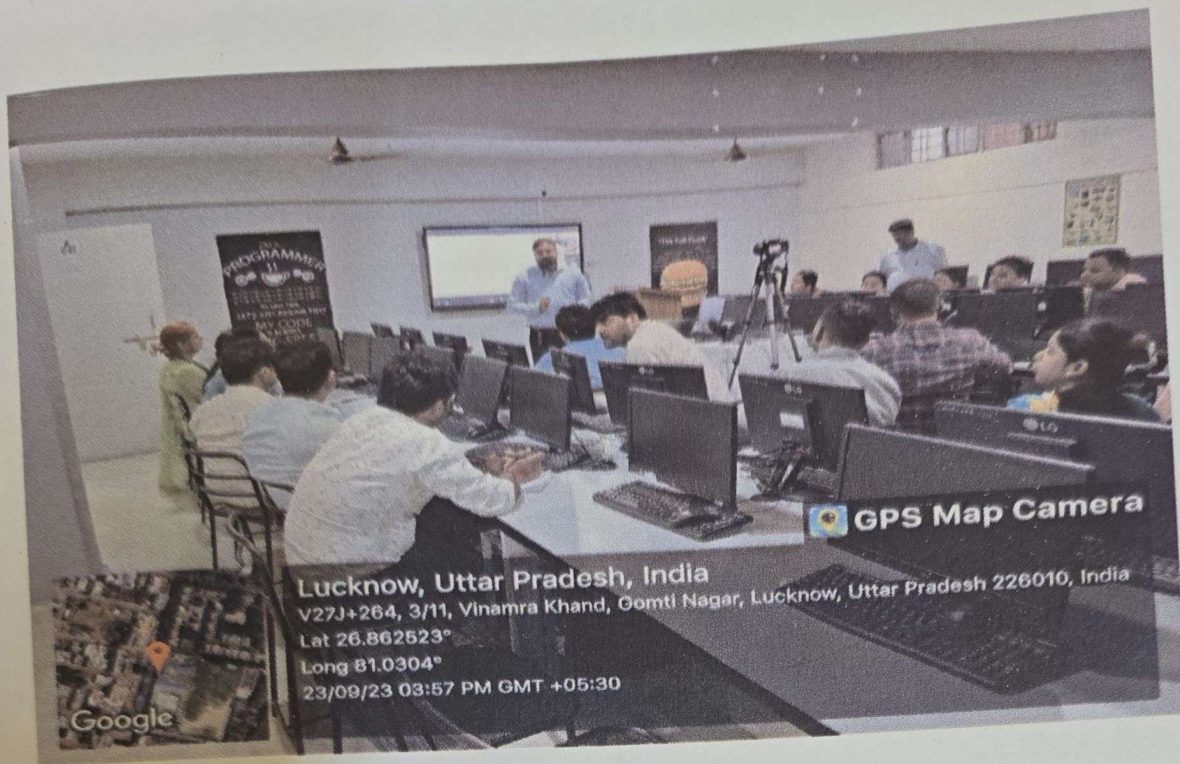
DAY-8 (Chaos Management)



Mr. Rohit Mohan told that-

1. Our people make fast and correct decisions during a chaos
2. Our people can read the signals of a potential chaos
3. Our people can map out a problem which might be intertwined with the organisational processes
4. Our people have a proven platform to work from during a chaos
5. We have a culture that acknowledges intuition and interpretation
6. Our people have a positive attitude when chaos is looming
7. We have contingency plans to avoid likely chaos
8. Our people know how to communicate in chaotic times
9. Our people know how to manage their priorities and tasks
10. Our people set realistic goals
11. Our people think on their feet
12. Our people have allocated resources for managing chaos
13. Our people know how to effectively manage anxiety, body language and stress levels during a chaos
14. Our people are in control and know what to do when chaos arrives
15. Our people are calm during chaos
16. Our people reassure others that the chaos will end and things will normalise
17. Our people use active listening and questioning skills

DAY-9 (Speaking Skill)

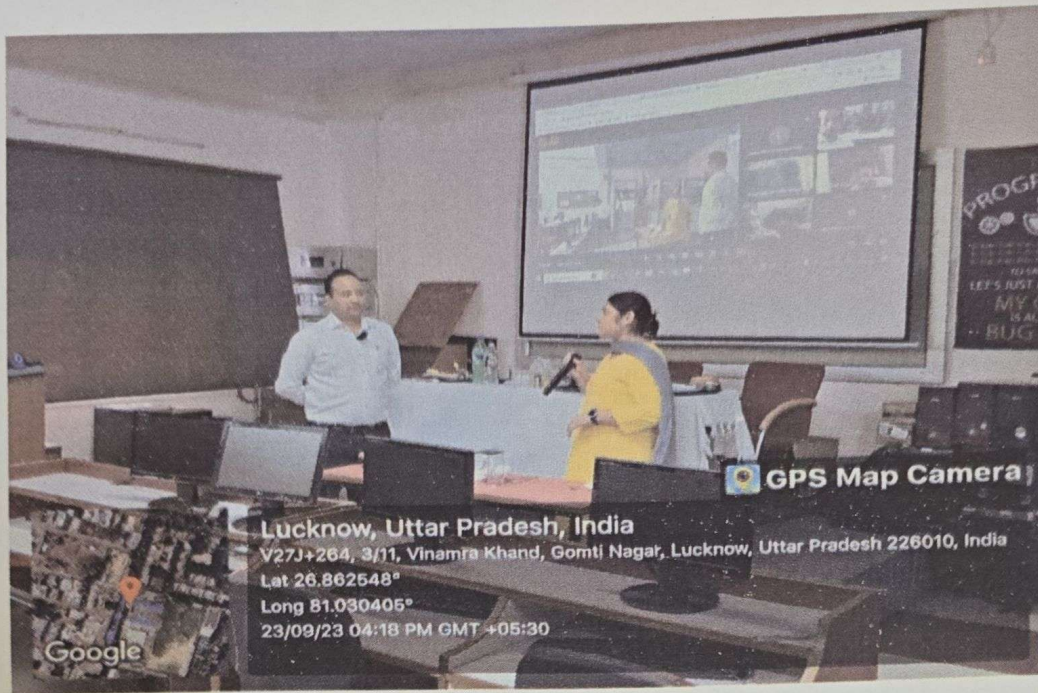


Mr. Rohit Mohan told that Communication is an essential skill for all types of workplace professionals, including frontline workers like customer service reps, cashiers and salespeople. For this reason, frontline employee training shouldn't just cover job-specific skills but should also emphasize communication skills.

Consider that in the Axonify Content Marketplace (our ever-growing library of off-the-shelf training materials for businesses), communication is one of the most requested content subjects, right along with mental health, customer service, stress management and equity/diversity/inclusion. As factors like technology and remote work continue to change the rules of communication, employers are more eager than ever to ensure that their teams are up to the task.

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

DAY-10 (MCQ/ Assessment/ Case Study)



Mr. Rohit Mohan asked MCQ question like-

1. What are soft skills?

- a) Specific technical abilities related to a particular job
- b) Non-technical interpersonal and personal attributes
- c) Computer programming skills
- d) Academic qualifications and degrees

Answer: b) Non-technical interpersonal and personal attributes

2. Which of the following is an example of a soft skill?

- a) Coding in Python
- b) Problem-solving
- c) Operating heavy machinery
- d) Data analysis

Answer: b) Problem-solving

3. Why are soft skills important in the workplace?

- a) They are not essential for career success.
- b) They contribute to a positive work environment and enhance teamwork.
- c) Soft skills are only relevant for leadership positions.
- d) Soft skills are not transferable to different job roles.

Answer: b) They contribute to a positive work environment and enhance teamwork.



LUCKNOW PUBLIC COLLEGE OF PROFESSIONAL STUDIES

TEN DAYS TRAINING PROGRAM
ON SOFT SKILLS (For Supporting Staff)

Attendance Sheet

Date : 20 SEPTEMBER - 03 OCTOBER 2023

S.No	Name of Participant	9/20/2023	9/21/2023	9/22/2023	9/23/2023	9/25/2023	9/26/2023	9/27/2023	9/29/2023	9/30/2023	9/3/2023
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Principal

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