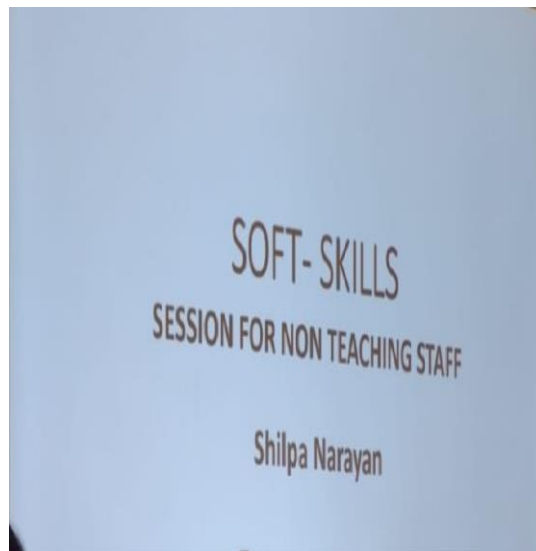


# **V. P.M's R Z Shah College of Arts, Science and Commerce**

## **A Brief report on**

### **Workshop on “Soft Skills Techniques”**

Workshop on “Soft Skills Techniques for Non Teaching staff” held on 1<sup>st</sup> Novemeber, 2021 at 11.00 a.m. in Conference Room organised by our I/C Principal Mrs. Kavita Sharma and Speaker was Mrs. Shilpa Narayan.



Vidya Prasarak Mandal's R.Z. Shah College organized a Workshop on “Soft Skills Techniques for Non-Teaching Staff” on 1<sup>st</sup> November, 2021 at 11.00 am. The workshop was organized under the guidance of the I/C Principal of College Mrs. Kavita Sharma in Conference Room.

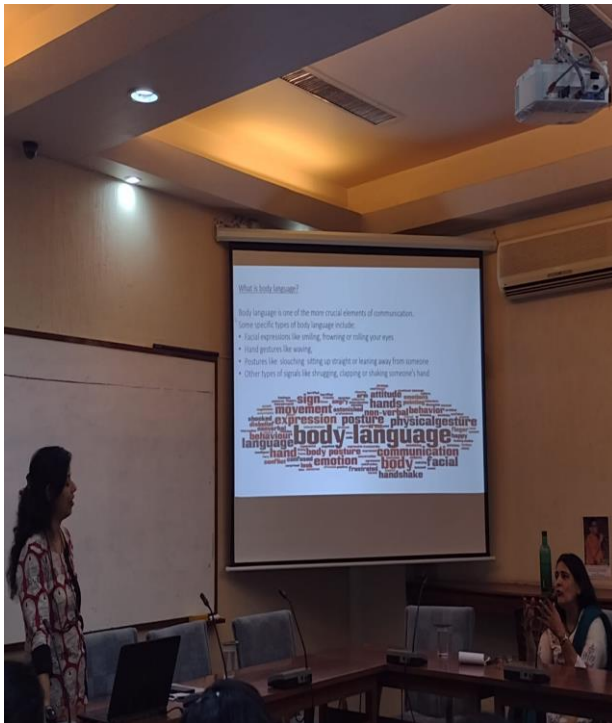
Mrs. Sulata Sharma welcomed our speaker, Mrs. Shilpa Narayan with her brief introduction to the participants and was felicitated by Principal of Degree College Mrs. Kavita Sharma.

The session began under the guidance of the Speaker Mrs. Shilpa Narayan with a lot of energy, enthusiasm and a smile on face. She guided the office staff about Soft skills. 2 members from teaching and 21 non-teaching staff participated in seminar.

Following points were covered by the speaker,

1. She explained us about effective ways of communication
  - Verbal (words what we say): We should not use abusive words. We should use minimal words and solve queries of the students and parents.
  - Para- verbal (Tone- How we say it): Our tone should not be high and should not be too low it should be proper which can be heard by the other person. It's not about what you said it's about how you said it. Tone of voice includes pitch, Pace, Tone.
  - Non-verbal (our expressions and actions): Our facial expression and our action should be proper. We should greet them with a smile on our face.





2. Body Language: What is Body language? Body language is one of the more crucial elements of communication. Some specific types of Body Language includes
  - Facial expressions like Smiling, Frowning or rolling your eyes.
  - Hand Gestures like Waving.
  - Postures like Slouching, Sitting up straight or leaning away from someone.
  - Other types of signals like shrugging, clapping or shaking someone's hand.
  - Sign, movement, attitude, expression posture physical gesture language are some of the types.

3. Gestures and Its Types: Positive Gestures (Thumbs up and V for victory), Good listening gestures when other person is telling something or explaining something we should listen to him or her first with attention. Good Speaking Gestures: In this she gave example of our Prime Minister Narendra Modiji who is a very good speaker. Negative Gestures (Stop, Thumbs down etc).





4. Sign Language is a type in which the expressions are done with signs rather than words.



5. Various interactive games were arranged in which there was active participation of staff members.



6. Grounded Assertive Communication: There are various types of situation explained below:-

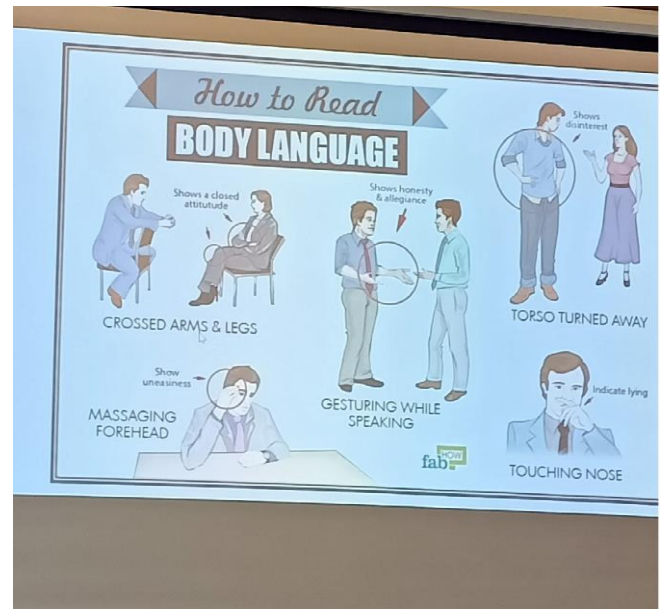
- Assertive : I win you win situation
- Aggressive : I win you lose
- Passive Aggressive : I lose you lose
- Passive : I lose you win

Assertive situation I win u win situation is a favorable one.

## 7. Body language in Workplace – Mistakes to avoid:-

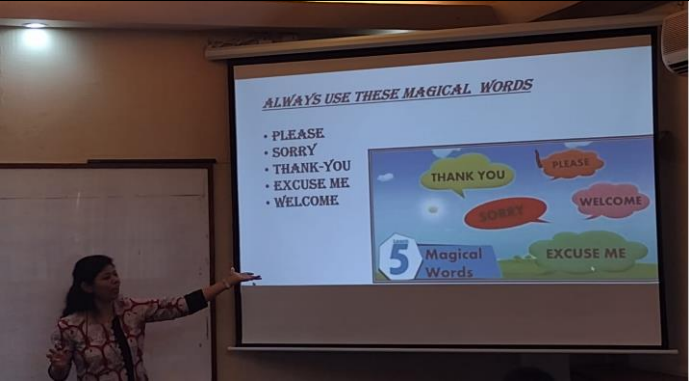
- Holding objects in the front
- Looking at the watch
- Looking at the floor
- Standing too close
- Giving a fake smile
- Arms crossed
- Scratching your head
- No eye contact
- Bad handshake
- Keeping you phone out
- Inspecting fingernails or playing with accessories

*Avoid such practices.*



8. Do's: Keep in mind that others work around you. Remember cubical conversations and calls can be heard by others. Talk softly and politely. Keep your cell phones on silent mode.

Don't: Chew tobacco, chewing gum at work place.

<p>9. Last but not the least <b>‘Always use these Magical words’.</b></p> <ul style="list-style-type: none"> <li>• PLEASE</li> <li>• SORRY</li> <li>• THANK YOU</li> <li>• EXCUSE ME</li> <li>• WELCOME</li> </ul> <p>One should use these words in their daily routine. These words create good relations.</p>	
<p><b>“THANK YOU”</b></p>	<p>The guidance session was highly appreciated by the participants. The information given by the speaker is valuable. The programme ended with a vote of thanks given by Mrs. Kavita Sharma, I/ C Principal and Workshop was highly successful. Certificates will be given to all the members who attended this workshop.</p>