

M. S. P. Mandal's
Shivchhatrapati College, Aurangabad

Report of

**Professional Development Program for Non-Teaching Staff
On
"Communication Skills & Maintaining of Office Record"**

**Organized by
Internal Quality Assurance Cell**

Academic Year: 2019-20

Date: 10.01.2020

- **Title of the Event:** Professional Development Program for Non-Teaching Staff on "Communication Skills & Maintaining of Office Record".
- **Brief information about event:** Internal Quality Assurance Cell, Shivchhatrapati College, Aurangabad organized a Professional Development Programme for Non-teaching staff on Communication Skills & Maintaining of Office Record. Mr. Lingampalle and Dr. Vishnu Patil were the resource persons of this professional development program. The program was started with felicitation.

The program was held into four sessions.

In the **first** and **second session** Dr. Vishnu Patil was the resource person. In during the **first session**, Dr. Patil made a presentation on Basic Writing Skills which covered areas like Punctuation, Commonly Confused words and Basic Grammar. He also said about how to communicate with students with good communication skills. He explained these things through his presentation. After the presentation, the participants were given a few




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worksheets on these areas and their performance was evaluated and necessary feedback on how to improve these skills was given.

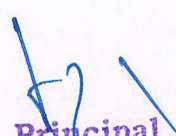
In the **second session**, a presentation on Business Email Writing, which gave necessary tips and guidelines on drafting formal emails, was followed by the participants drafting emails in groups on their own on some given topics. **Dr. Vishnu Patil** also discussed on telephone etiquettes and gave useful information. The resource person was given some activities to the participants. Role play sessions were also held where, the participants were asked to use appropriate language – both formal and informal – while making telephonic conversations. Participants were enjoyed these sessions and actively participated in it. The sessions were conducted nicely.

In the **third** and the **fourth session** were conducted by **Dr. D. L. Lingampalle** who resource person of these both sessions. He presented on topic of '**Maintaining office record**'. In the **third session** he said that maintaining office record is the supervision and administration of digital or paper records, regardless of format. Records management activities include the creation, receipt, maintenance, use and disposal of records. **Dr. Lingampalle**, highlighted the significance of maintaining office record and told that Office management is the technique of planning, organizing, coordinating and controlling office activities with a view to achieve objectives and is concerned with efficient and effective performance of the office work. The success of an Institution or college depends upon the efficiency of its office staff.

In the fourth and the last session, **Dr. D. L. Lingampalle** shown the presentations to the participants. He asked the questions to the participants related with maintaining of office records to evaluate them. Participants answered nicely and also given a good feedback on these sessions.

All sessions were conducted nicely.




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• **Event Details :**


Name of the program	Date and Time	Details of sessions
Professional Development Program for Non-Teaching Staff on "Communication Skills & Maintaining of Office Record"	Date: 10/01/2020 Time: 11.00 am to 4.00 pm	Session-I: 11.00 am to 12.00 am (Resource person: Mr. Vishnu Patil) Session-II: 12.00 to 1.00 pm (Resource person: Dr. Vishnu Patil) Session-III: 2.00 to 3.00 pm (Resource person: Dr. D. L. Lingampalle) Session-III: 3.00 to 4.00 pm (Resource person: Dr. D. L. Lingampalle)

• **Selected photographs of the Professional Development Program:**



Session-I: Mr. Vishnu Patil guiding the participants on communication skills




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Session-II: Mr. Vishnu Patil guiding the participants on communication skills



Session-III: Dr. D. L. Lingampalle guiding the participants for maintain of office record





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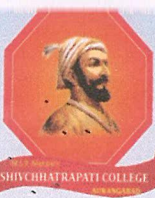
Participants during the FDP program

- Encl:** 1. Event brochure
2. Schedule
3. Session wise attendance of the participants
4. Sample certificate


Event Coordinator


IQAC coordinator
IQAC Co-ordinator
Shivchhatrapati College,
N-3, CIDCO, Aurangabad-431003 (M.S.)


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“Professional Development Program For Non-Teaching Staff”

Organized by Internal Quality Assurance Cell

Academic Year: 2019-20

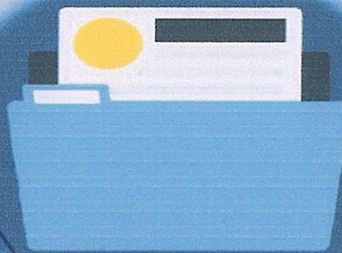
Date: 10/01/2020

Time: 10.30 am to 4.30 pm

Welcome Note	:	Mr. Bharat Wahatule
Session I	:	Communication Skills
Resource Person	:	Mr. Lingampalle
Session II	:	Communication Skills
Resource Person	:	Mrs. Lingampalle
Session III	:	Maintaining of office record
Resource Person	:	Dr. Vishnu Patil
Session IV	:	Maintaining of office record
Resource Person	:	Dr. Vishnu Patil



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Professional Development Programme for Non – Teaching Staff on
“Communications Skills & Maintaining of Office Record”

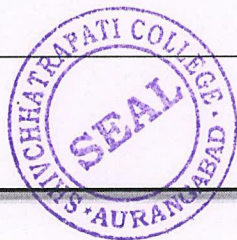
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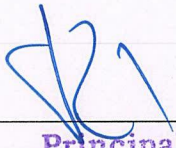
Academic Year:2019-20

Program Schedule

- **Inauguration of the program** :10.30 am
 - **Felicitation of Guests** :
 - **Welcome Note** : Mr. Bharat Wahatule
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- **Session I** : Communication Skill
 - **Resource Person** : Mr. Lingampalle
 - **Time** : 11.00 am to 12.00 am
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- **Session II** : Communication Skill
 - **Resource Person** : Mr. Lingampalle
 - **Time** : 12.00 pm to 1.00 pm
 - **Lunch Break** : 1.00 pm to 2.00 pm
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- **Session III** : Maintaining Office Record
 - **Resource Person** : Mr. Vishnu Patil
 - **Time** : 2.00 pm to 3.00 pm
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- **Session IV** : Maintaining Office Record
 - **Resource Person** : Mr. Vishnu Patil
 - **Time** : 3.00 pm to 4.00 pm
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- **Valedictory Function** : 4.00 pm to 4.30 pm

Vote of Thanks




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