

Collaborative activity for student and faculty exchange for soft skill certificate course

Department of English

Report on Certificate Course on Soft Skills for Successful Career

The Department of English, Sacred Heart College for Women, Chalakudy, conducted a certificate course on soft skills in collaboration with the six colleges of Kerala (Bishop Moore College, Mavelikkara, St. John's College, Agra, Catholicate College, Pathanamthitta, St. Joseph's College for Women, Alappuzha, Assumption College (Autonomous), Changanacherry and St. Joseph's College (Autonomous), Irinjalakuda) and GAD-TLC of MHRD, under the Govt. of India. The course was conducted from 18 October 2021 to 28 February 2021. The course offered 45 hours of experiential learning. This act of learning process became a befitting platform for both the faculty members and students of the Department of English Sacred Heart College for Women, Chalakudy who performed their roles in varying capacities as the resource persons and masters of ceremonies respectively for the various sessions of the certificate course. The faculty members of the Department of English, Sacred Heart College for Women, Chalakudy, Ms. Sandra Juliet Jose, Ms. Darly Mathew, Ms. Anju Rose Anto and Ms. Keerthana P. K. engaged lecture sessions for the students from the six collaborative colleges. The topics covered include communication skills, interview skills, presentation skills, negotiation skills, self-management skills, problem solving skills, learning skills, team work skills, entrepreneurial skills, and technology-based skills.

Apart from the faculty of the department, the Department of English solicited the support of external experts for the efficacy of putting across soft skill lessons to the students and thus the following persons collaborated with the scheme as part of the Soft Skills programme.

1. Mr. Joyson Jose, Assistant Professor, Adi Shankara Institute of Science and Technology, Kalady.
2. Ms. Ann Vincent Saravanan, Senior Site Manager of Microchip Technology, Chennai
3. Dr. Deepak Mathew, Assistant Professor, College of Veterinary and Animal Sciences, Wayanad

Brochure indicating the Collaboration between institutions:



**GURU ANGAD DEV
TEACHING
LEARNING
CENTRE**



**MINISTRY OF EDUCATION
GOVT. OF INDIA
PANDIT MADAN MOHAN
MALVIYA NATIONAL
MISSION ON TEACHERS
AND TEACHING
(PMMNMTT)**

45 Hours of Experiential Learning

Certificate Course on
SOFT SKILLS FOR SUCCESSFUL CAREER
18 Oct 2021 – 28 Feb 2022



In collaboration with









<p>Course Objectives</p> <p>To enable participants to communicate with clarity and impact, by improving their negotiation and presentation skills as well as to enhance their interview skills, problem solving, entrepreneurial, teamwork, and technology based skills, so as to equip them to succeed in today's competitive world.</p>	<p>Topics Covered:</p> <ul style="list-style-type: none"> • Communication skills • Interview skills • Presentation skills • Negotiation skills • Self management skills • Problem solving skills • Learning skills • Team work skills • Entrepreneurial skills • Technology based skills 		
<p>To Register Click here</p>	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Theme of Programme</p> <p><i>"I never teach my pupils, I only provide the conditions in which they can learn"</i> - Albert Einstein</p> </div> <div style="border: 1px solid black; border-radius: 50%; padding: 10px; display: inline-block; margin-top: 10px;"> <p>Registration Fee : Rs. 500/-</p> </div>		
<p>About GAD-TLC of MHRD</p> <p>"Guru Angad Dev Teaching Learning Centre" is a centre of MHRD under the Pandit Madan Mohan Malviya National Mission on Teachers and Training (PMMNMTT) of the MHRD, Govt. of India. The objectives of the Teaching Learning Centre are to prepare Modern age teachers. Under this centre many National level activities like Seminars, FDPs and workshops at both basic and advanced level are being conducted to empower the teachers in ICT skills, develop teaching kits / teacher's tools and ICT empowered pedagogies to enhance teaching-learning process. In its various programmes, around 55,000 teachers across the nation have benefitted till now. GAD TLC is also organizing Student Specific Training Courses to upgrade their skills as required for their Professional Development.</p>			
<p>Prof. A.K. Bakhshi Vice-Chancellor, PDM University, Haryana Chairman, GAD-TLC</p>	<p>Prof. K.V. Bhanu Murthy Professor, DTU Vice-Chairman, GAD-TLC</p>	<p>Prof. Jaswinder Singh Principal, SGTB Khalsa College Director, GAD-TLC</p>	<p>Dr. Vimal Rarh Project Head & Joint Director, GAD-TLC</p>

The details of the institutions participating in the collaboration



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About the Collaborating Colleges




Assumption College (Autonomous), Changanacherry. affiliated to Mahatma Gandhi University, Kottayam, is a Christian minority institution managed by the Archdiocese of Changanacherry, with 71 years of excellence in providing quality higher education to young women. The excellence of Assumption College was recognized by the University Grants Commission through the grant of Autonomy in the year 2016, and by the National Assessment and Accreditation Council (NAAC) by re-accrediting the College at the 'A' Level in the third cycle. One among the top 100 colleges in India in the NIRF Ranking 2017, Assumption is now 29th at national level, and 11th in the state, among the private autonomous colleges in the Education World India Higher Education Rankings 2021-22. The Department of English, established in the year 1950, currently runs three programmes-BA English Language & Literature (Aided), BA English Literature, Communication and Journalism (Self-financing) and MA English Language and Literature (Self-financing). The Department aims at developing the technological and linguistic skills of students so that the courses in which they graduate would guide them to a successful career option in future.

St. Joseph's College (Autonomous), Irinjalakuda, a college for women, affiliated to the University of Calicut and managed by St. Joseph Educational Society of the Congregation of Holy Family was founded in 1964. The college was reaccredited in the third cycle at A level in 2013 by the National Assessment and Accreditation Council (NAAC). It was awarded Autonomy in March 2016 and was granted the status of College with Potential for Excellence by UGC in April 2016. Currently the college has 4 research departments and offers sixteen Post graduate course, twenty Under Graduate courses, five B.Voc courses and one Integrated MSc. course. The college aims at empowering women by establishing a research oriented academic atmosphere. The department of English celebrates its ruby jubilee this year and currently offers PhD, MA and BA (Aided and Self financing) programmes in English Language and Literature. 'English for Empowerment' is the vision of the department and students are taught both literature and life skills through a variety of innovative activities. The students are encouraged to pursue areas beyond their curriculum through a research ambience.

Organizing Committee

<p>Prof. S. P. Singh, Co-Patron, Principal, St. John's College, Agra Dr. Jacob Chandy, Co-Patron, Principal, Bishop Moore College, Mavelikara Dr. Philipose Ommann, Co-Patron, Principal, Catholicate College, Pathanamthitta Dr. Sr. Reena Ittyachan, Co-Patron, Principal, Sacred Heart College, Chalakudy Dr. Rita Latha D'Couto, Co-Patron, Principal, St. Joseph's College for Women, Alappuzha Dr Anitha Jose, Co-Patron, Principal, Assumption College, Changanacherry Dr. Sr. Asha. Therese, Co-Patron, Principal, St. Joseph's College Irinjalakuda Dr. Ranjith Mathew Abraham, Vice Principal & IQAC Co-ordinator, Bishop Moore College, Mavelikara Dr. Susan Verghese P., IQAC Co-Ordinator, Head of the Department of Chemistry, St. John's College, Agra Dr. D. Sajan, Co-Ordinator, Head of the Department of Physics, Bishop Moore College, Mavelikara Ms. Anu Francis, Co-Ordinator, Department of English, Catholicate College, Pathanamthitta Ms. Sandra Juliet Jose, Co-Ordinator, Department of English, Sacred Heart College, Chalakudy Ms. Anjali George, Co-Ordinator, Department of English, St. Joseph's College for Women, Alappuzha Ms. Nisa Teresa John, Co-Ordinator, Department of English, Assumption College Changanacherry Dr. Sujitha VS, Co-Ordinator, Department of English, St. Joseph's College Irinjalakuda Mr. Javeesh Alex, Convenor, Department of Physics, Bishop Moore College Mavelikara Dr. Tintu K Kuruvilla, Convenor, Department of Physics, Bishop Moore College Mavelikara Dr. Asha Philipose, Convenor, Head of the Department of English, Catholicate College, Pathanamthitta Dr. Sr A Princy Anto, Convenor, Department of English, Sacred Heart College, Chalakudy Sr. Ligy Jose E. Convenor, Department of English, St. Joseph's College for Women, Alappuzha Ms Lizmol Joseph, Convenor, Department of English, Assumption College Changanacherry Dr. Asha Thomas, Convenor, Department of English, St. Joseph's College Irinjalakuda</p>	<p>Prof. A.K. Bakhshi Vice-Chancellor, PDM University, Haryana Chairman, GAD-TLC</p> <p>Prof. K.V. Bhanu Murthy Professor, DTU Vice-Chairman, GAD-TLC</p> <p>Prof. Jaswinder Singh Principal, SGTB Khalsa College Director, GAD-TLC</p> <p>Dr. Vimal Rarh Project Head & Joint Director, GAD-TLC</p>
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Course Outcome
The 45 Hour course on Soft Skills for Successful Career has been designed keeping in focus the following learning outcomes:

- ❖ Better self-awareness and improved self-confidence and self-esteem.
- ❖ Proficiency in verbal and nonverbal communication skills, including presentation and negotiation skills.
- ❖ Increased capacity for problem solving and critical thinking.
- ❖ Gain clarity regarding professionalism, work ethics.
- ❖ Knowledge and training in improving e-skills.
- ❖ Enhancement of overall employability skill.

The details of the institutions participating in the collaboration



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About the Collaborating Colleges







Bishop Moore College, Mavelikara, established in 1964 and affiliated to the University of Kerala, has been awarded A grade by NAAC in the 3rd cycle of accreditation and ranked 76 among the Colleges in India in the NIRF ranking 2020. The College offers 11 undergraduate, four postgraduate and two research programmes in Science, Commerce, Arts and Humanities along with two UGC-sponsored add-on courses, and also provides opportunities for students to carry out Summer Research Projects at reputed institutes in the country. The undergraduate programmes in the Science departments are supported under the DBT-STAR College scheme. The College has become an active hub of research with well equipped laboratories, over 100 publications in international journals, a number of completed major and minor research projects, the research facilities being enhanced by utilizing funds under the DST-FIST scheme and KSCSTE SARD project scheme. The research centres have collaborative projects with institutes like the UGC – DAE Consortium for Scientific Research, BARC Mumbai and IUAC, Delhi.

St. John's College, Agra, was established in 1850 by the Church Missionary Society of England through the efforts of the Agra C.M.S. Association which came into being in 1840. From 1862 to 1888 the College remained affiliated to Calcutta University and later up to 1927 to Allahabad University. In 1927 with the formation of Agra University, the then Principal of the College Dr. A.W. Davies became its first Vice-Chancellor and the College was affiliated to the Agra University. The college became a First Grade College in 1891 with B.A. and LL. B. classes, and affiliation was granted in 1893 for postgraduate classes. Thus it has the rare distinction of being a postgraduate institution of more than a century's standing. The college has sixteen post graduate departments with facilities for research and three undergraduate departments. The college also runs five self-financed recognized courses viz. B.Com(Vocational), B.B.A., B.Ed, D.El.Ed, M.A.(Urdu), Post Graduate Diploma in Clinical Psychology and two partially self-financed degree programs in B.Sc with Industrial Chemistry & BSc with Computer Science. The foundation stone of the Centenary Wing was laid by Bharat Ratna Sarvapalli Radhakrishnan, former President of India, in 1958 and was opened by Bharat Ratna Pt. Jawaharlal Nehru, the first Prime Minister of India, in 1959, with the words "I have come to pay tribute to this temple of learning." The College has very distinguished alumni, the foremost of them being the late Dr. Shanker Dayal Sharma, the former President of India present situation.

Catholicate College, Pathanamthitta founded in 1952 on the serene Basil Hills has a rich legacy of almost seven decades and is affiliated to Mahatma Gandhi University, Kottayam.. The motto of this temple of learning is "Fear of the Lord is the beginning of wisdom." It imparts value-based education aimed at the holistic and intuitive growth of the individual so as to fulfill the vision of creating an educated and enlightened society for a brave new world. It has been re-accredited by NAAC with CGPA 3.60, A Grade and is one of the Thirteen special grade colleges in Kerala. The college has eight research departments and offers fifteen PG Programmes, thirteen UG Programmes and one Integrated MA Programme in English the aided stream. The college was identified by the department of science and technology, government of India, for FIST funding. The college has been awarded ISO 9001-2008 certification. Current year, the college is celebrating its platinum jubilee. The college has been endeavoring to shape the destiny of a community in the fullest spirit of its stated mission, an educated, enlightened society for a brave new world.

Sacred Heart College, Chalakudy is an institution managed by the Alvernia province of Franciscan Clarist congregation, affiliated to the University of Calicut and aided by the Kerala government. The College, established in 1980, as a junior college with Pre-degree courses was upgraded to a first grade status in 1991 and is presently offering eight Under Graduate and six Post Graduate courses. The motto of the college is "LUX IN TENEBRIS LUCET" (Light Shines in Darkness). The College is located in a peaceful semi urban locality, the lush green gardens and well designed infrastructure provide the perfect ambience for learning, sharing and development of the students. The college was re-accredited by NAAC with A+ grade (CGPA 3.55) in 2017. The Department of English was established in 2002. It is one of the oldest departments in the college offering students both BA and MA programmes. It became post graduate department in 2005. The department believes in the power of word to create and transform, to nurture and nourish. And hence academic activities are aimed at enhancing the communicative and interpretive skills of our students.

St. Joseph's College for Women, Alappuzha, established in 1954 was envisioned by the International Congregation of Canossian Daughters of Charity and is affiliated to the Kerala University . In 2015, the College was the recipient of grant from DST FIST for the infrastructural development and in 2016, it was granted the status of "College With Potential for Excellence" (CPE) by UGC. The college offers 10 Under Graduate and 3 Post Graduate programmes, and various certificate courses. The Department of English was established at the inception of the college, on 1st July 1954. In 1971, the Under Graduate Course in English Language and Literature was introduced. The first Post Graduate Course in the college was started in English Language and Literature in 1999. In 2014, a new Career Related undergraduate course in English and Communicative English was begun to cater to the changing times and needs. The Department has been imparting quality education, both curricular and co-curricular, for more than six decades and is the biggest department in the college. It reaches out to all streams of study, thus placing itself in an influential position, capable of moulding all the students under its umbrella.

Certificate Program For Students UG students , PG students, Research Scholars & Others	Successful Completion Certificate: Based on Attendance, Online MCQ Test , Assignments & Projects (50% or above) Attendance & Feedback Compulsory	Flexible Online Mode Live Sessions-Saturdays & Public Holidays
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Faculty from Sacred Heart college who has been part of this course

SL.NO.	Name of the faculty	Session taken
1	Ms.Sandra Juliet Jose	Entrepreneurial skills
2	Ms. Darly Mathew	Work ethics and customer management
3	Ms. Anju Rose Anto	Team building and professionalism
4	Ms. Keerthana P.K.	Team building and professionalism

Report of the classes from Day 17- Day 21 conducted by Sacred Heart

College for Women, Chalakudy.

Course Convener: Dr. Sr. A. Princy Anto

Course Coordinator: Ms. Sandra Juliet Jose

Day 17:

Day 17 of the Certificate Course on Soft Skills, conducted in collaboration with six colleges of Kerala and with GAD-TLC of MHRD, was the beginning day of the sessions at Sacred Heart College for Women, Chalakudy of the course. The introductory session on the topic 'ENTREPRENEURIAL SKILLS/ ENTERPRISING SKILLS AND INITIATING SKILLS' assigned to Sacred Heart College for Women, Chalakudy was delivered by **Ms. Sandra Juliet Jose, Assistant Professor of the Department of English, Sacred Heart College for Women, Chalakudy.**

Ms. Sandra Juliet Jose covered the introductory session on 'ENTREPRENEURIAL SKILLS/ENTERPRISING SKILLS AND

INITIATING SKILLS’ on Day 17 of the course, which is to be handled comprehensively in the following sessions. The Session examined the details of ‘Who is an Entrepreneur/Enterpriser/Initiator’ and the significant skills required by an entrepreneur/enterpriser. **Ms. Sandra** explicated the topic through PPT presentations and she also made the topic effectively comprehensible to the students by drawing around various experiences and words of remarkable successful entrepreneurs through videos and voice notes. Ms. Sandra dealt with the introductory session of the topic from 8.30 am to 9.45 am. Altogether 111 students attended the session. The session concluded with a note of gratitude by **Afreena K.R, student representative of Sacred Heart College, Chalakudy** and the meeting ended by clicking a cheerful screenshot of the Resource person and the students. A feedback form and a quiz based on the class were issued to the students later the day.

Day 18:

The successive session to the introductory session was delivered by Mr. Joyson Jose, Assistant Professor, Adi Shankara Institute of Science and Technology, Kalady. Mr. Joyson Jose delivered a discussion on ‘**Problem Solving and Decision-Making Tools**’ to the students on the 18th Day of the Soft Skills course. The Resource person of the day accentuated on the strategies of Problem Solving and fundamental instruments for Decision Making requisite for an Entrepreneur/Enterpriser/Initiator through PPT presentations and by foregrounding the significance of creative thinking by spotlighting upon the avant-garde venture experiences of an inventive magnate, Irfan Alam, the

founder of SammaN foundation. By illustrating the experiences and the measures Irfan Alam undertook in making his venture a great sensation, Mr. Joyson threw light upon each specific concept regarding Problem solving and Decision Making, making it easily penetrable to the students. The participants were around 108. The session commenced at 8.00 am and concluded by 9.30 am by clicking a cheerful picture of the students and the Resource person of the day, Mr. Joyson Jose.

Day 19:

The lecture session on **‘CHALLENGES IN A START UP BUSINESS’** was delivered by Ms. Ann Vincent Saravanan, working as Senior Site Manager of Microchip Technology, Chennai on the 19th day of the Certificate Course on Soft Skills, on March 19th, 2022. As a strong professional and a start up specialist with exposure in setting up the companies from scratch, and working in close connection with Amura health, an entrepreneurial venture of her husband, Mr Saravanan Balakrishnan, she expounded the topic with her own experiences of challenges and hurdles that she had to come across in start-up ventures and motivated the students to jump over the hurdles in a startup venture. The session commenced at 8 am and concluded at 9.15 am. It was later open for students to discuss the challenges in Entrepreneurial skills. The total participants were around 90. The resource person and the students clicked a cheerful snap before they took their leave.

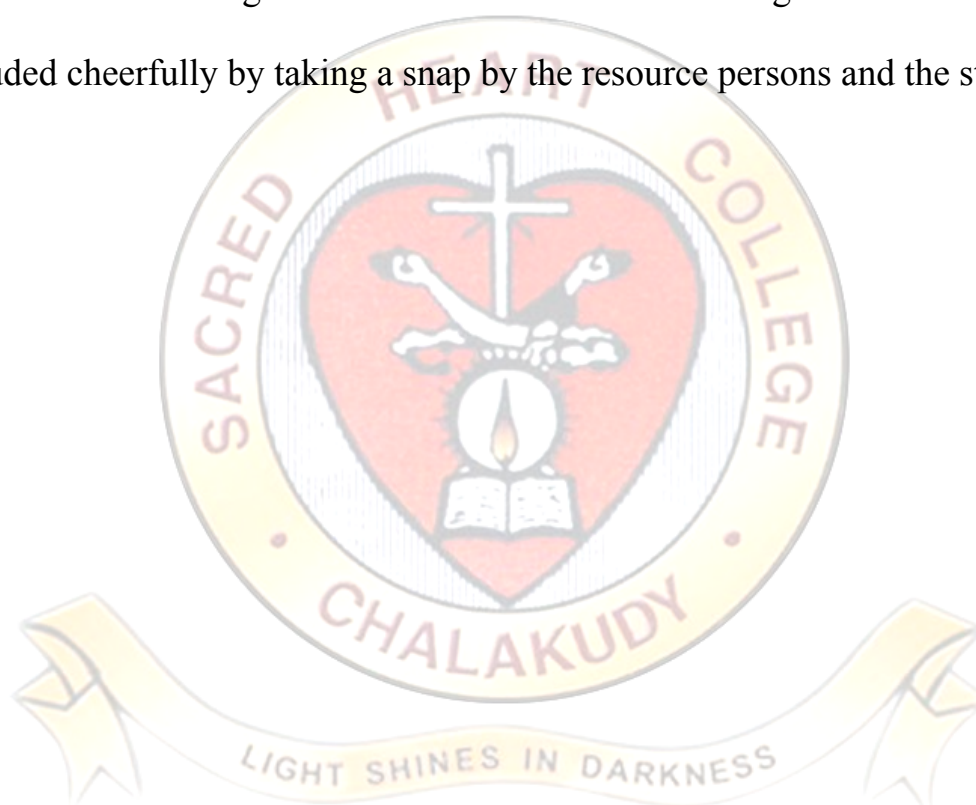
Day 20:

The session conducted on the 26th of March was attended by two resource persons to speak on the topic **‘WORK ETHICS AND CUSTOMER MANAGEMENT’**. The topic was informatively carried out by **Ms. Darly Mathew, Assistant Professor of English Department, Sacred Heart College, Chalakudy** and **Dr. Deepak Mathew, Assistant Professor, College of Veterinary and Animal Sciences, Wayanad**. Ms. Darly Mathew took a session on **‘WORK ETHICS’** for the first 45 minutes and Dr. Deepak Mathew delivered a talk on **‘CUSTOMER MANAGEMENT’** for the next 45 minutes. The topic foregrounded the details on the ethics to be kept in work premises and how to approach the customers efficiently. The session was made instrumental and remunerative through videos and activities for the students. The session commenced at 8 am and wound up at 9.30 am. The students and the resource persons left the meeting delightfully after clicking a snap together.

Day 21:

The session on 2nd April, the Day 21 of the course, was blessed with two young and vibrant resource persons to provide lectures on the topic **‘TEAM BUILDING and PROFESSIONALISM’**. The specific areas on the topic were illuminated instructively by **Ms. Anju Rose Anto, Assistant Professor (on Contract), Department of English, Sacred Heart College, Chalakudy** and **Ms. Keerthana P.K, Assistant Professor (on Contract), Department of**

English, Sacred Heart College, Chalakudy. Ms.Anju Rose Anto gave an informative session on ‘Team Building’ for the first 45 minutes of the session and she elucidated on the necessity of team building, how to build a team and how to cope up with the ego and conflicts that originate in a team effectively. Ms. Keerthana P.K handled the next 45 minutes of the session by illuminating on what professionalism is, who is a professional and the key attributes of professionalism through PPTs. The final session assigned for the college concluded cheerfully by taking a snap by the resource persons and the students.



Link to various sessions:

Day 17: Ms. Sandra Juliet Jose

Meeting Recording:

https://us02web.zoom.us/rec/share/IkwSSXG-4owfyZ_FJoLIHcGYtewWixW--iNSGHOxiJUu_AISt7HYnrS19fB19KQ.zGJ3w7EeCS2R0ksF

Access Passcode: \$dg*x9st

Day 18: Mr. Joyson Jose

Meeting Recording:

https://us02web.zoom.us/rec/share/7cIE98uNsLUj52ZuYYqfKkPI6xUHAWcwXvVMemlHw2neOSy0mrdUu43Ae_kFbqCL.vVDwe7QVIsKoxVq

Day 19: Ms. Ann Vincent Saravanan

Meeting Recording:

https://us02web.zoom.us/rec/share/1RCFWeKyjE4mo20cJBL71SdtUA2X1JBXEbfICEDj-pDFp-dIhkuL6gaJGEdIBmHB.Ij-d_ypkfVxAhSYs

Day 20: Ms. Darly Mathew and Dr. Deepak Sebastian:

Meeting Recording:

<https://us02web.zoom.us/rec/share/RwncBH-X0zcEg8qL9fXusxqUcStLuEohfcxXZNPSKedJjB7qPBqtB0efrVoOJpvP.9SVv6xZEjpY7bMzB>

Day 21: Ms. Anju Rose Anto and Ms. Keerthana P.K.

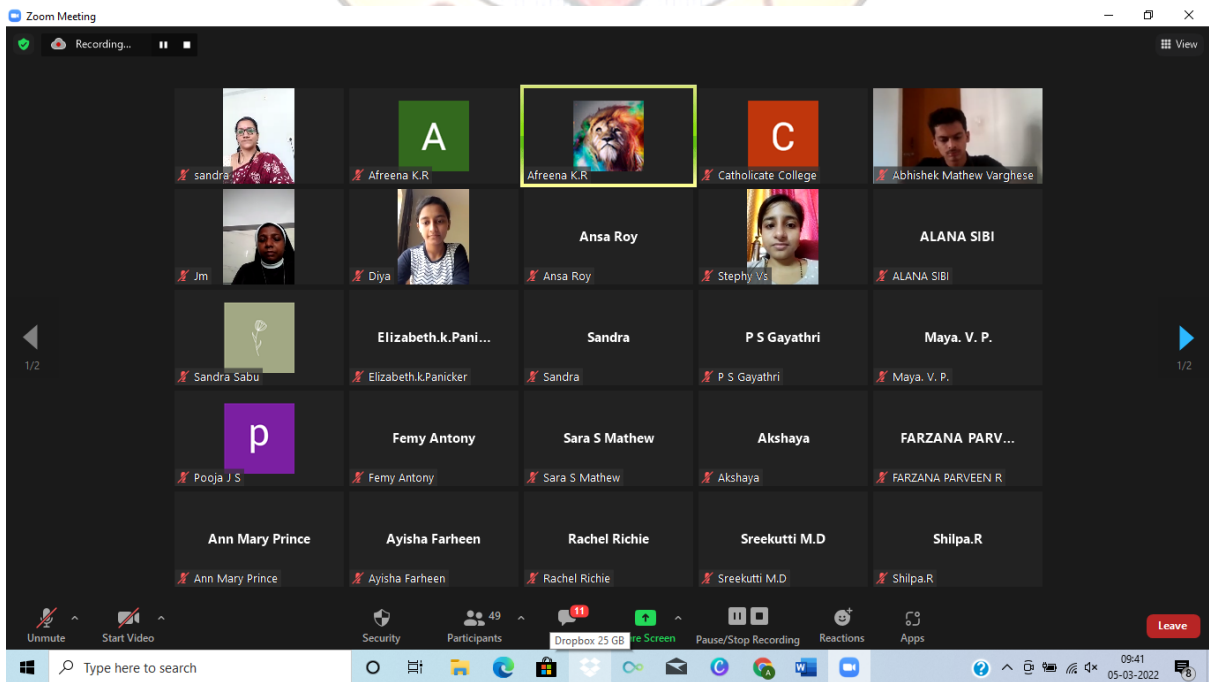
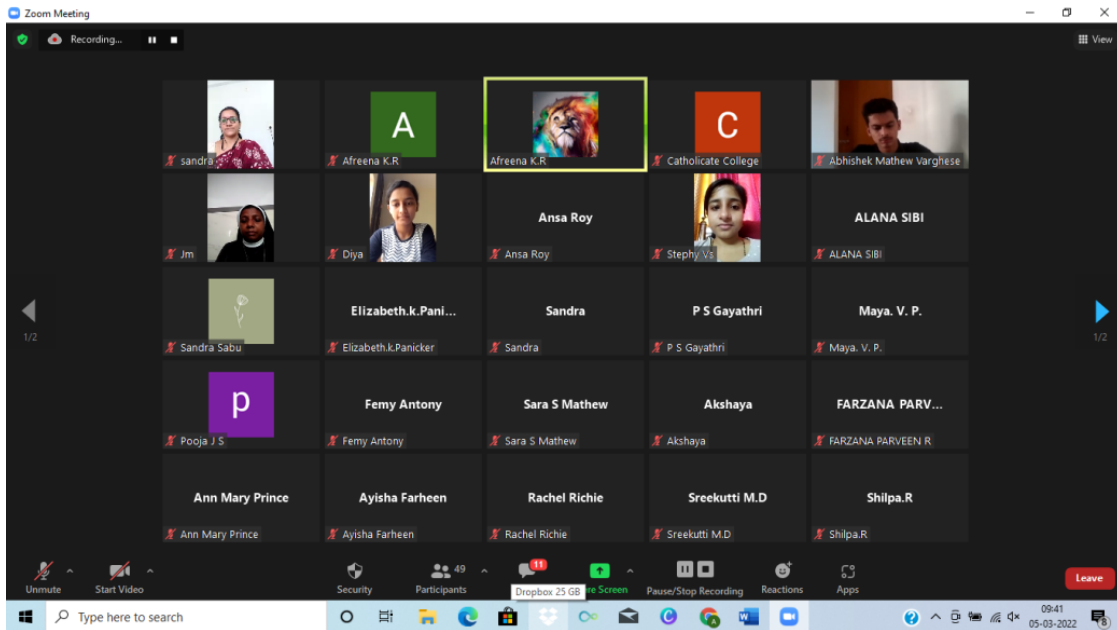
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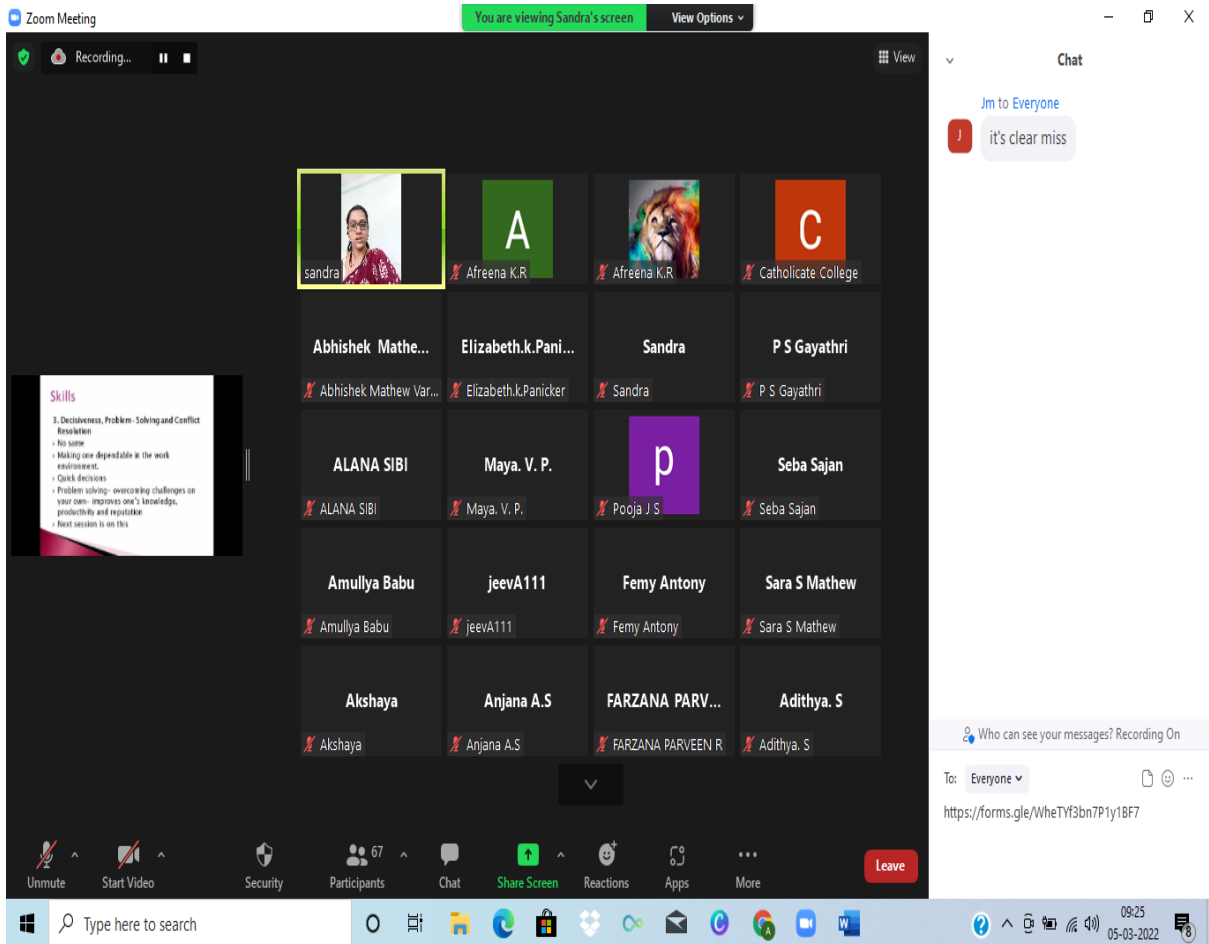
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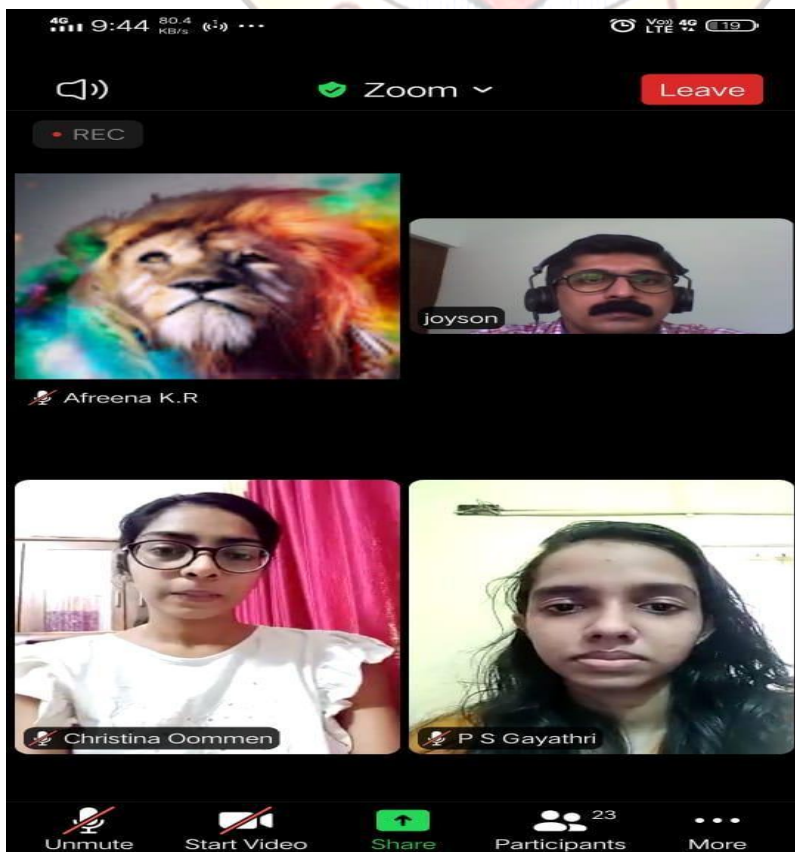
Screenshots of the sessions:

Day 17: Session of Ms. Sandra Juliet Jose





Day 18: Session of Mr. Joyson Jose



Zoom Meeting

You are viewing joyson's screen View Options

Afreena K.R. joyson Abhishek Mathe... ARDRA S Afreena K.R. FARZANA PARV...

Recording

"A farmer had a beautiful horse. It ran away one fine morning. He was devastated and approached a Zen master for consolation. The master said, "You say this is bad luck. But who knows?" After a few days, the horse came back with another horse. Now the farmer had two horses. Everyone said, "You are so fortunate!" But the Zen master said, "You feel this is fortunate. But who knows?" A week later, the farmer's son fell down from the horse's back and broke his leg. The farmer again approached the master and said, "I have all the bad luck in the world!" The master replied, "You say it is a bad thing. But who knows?" A week later, a war broke out and the king's officials came to the village for conscription. Every able-bodied male was enlisted. The farmer's son was passed over because of the broken leg. The story goes on. The moral is that no one is in a position to say what will be good and what will be bad in the long run.

While it is important to pay attention to all the necessary details, it is equally important for a leader to keep in mind the bigger perspective, how things fit in the bigger scheme of things. This means not falling into the trap of "not seeing the forest for the trees". If you are close to a problem with all the overwhelming details, it is good to step back a little, forget the details, and view the situation as a whole or to get the bigger picture. This is an essential leadership quality - knowing not only how and what to do, but knowing why. Peter Drucker, the management guru, used to illustrate this quality through the following story:

Three stonecutters were working in a quarry, cutting blocks of rock. A curious passerby asked the first one what he was doing. He replied, "Can't you see? I am cutting rock." Not satisfied, the passerby asked the second stone cutter. He replied, "I am cutting this rock to the specified dimensions so that it will fit in the right place in the wall." When the third stone cutter was asked what he was doing, his reply was, "I am building a cathedral."

Seeing the bigger picture will make you a philosopher or a visionary. But a pragmatic leadership demands both the qualities - seeing the bigger picture as well

Unmute Start Video Participants 64 Chat Share Screen Record Reactions Apps Leave

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Zoom Meeting

Afreena K.R. joyson P S Gayathri ARDRA S Afreena K.R. Maya. V. P.

Recording

Lets try....

Please develop a plan for an enterprise

- **Tuition**
-Noticed that there is a huge demand for personal tuition.
- **Food**
-Noticed that there is a big confusion over food.

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Day 19: Session by Ann Vincent Saravanan:



REC



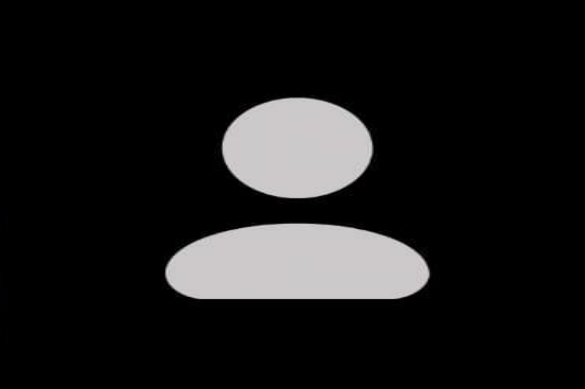
Afreena K.R



Ann



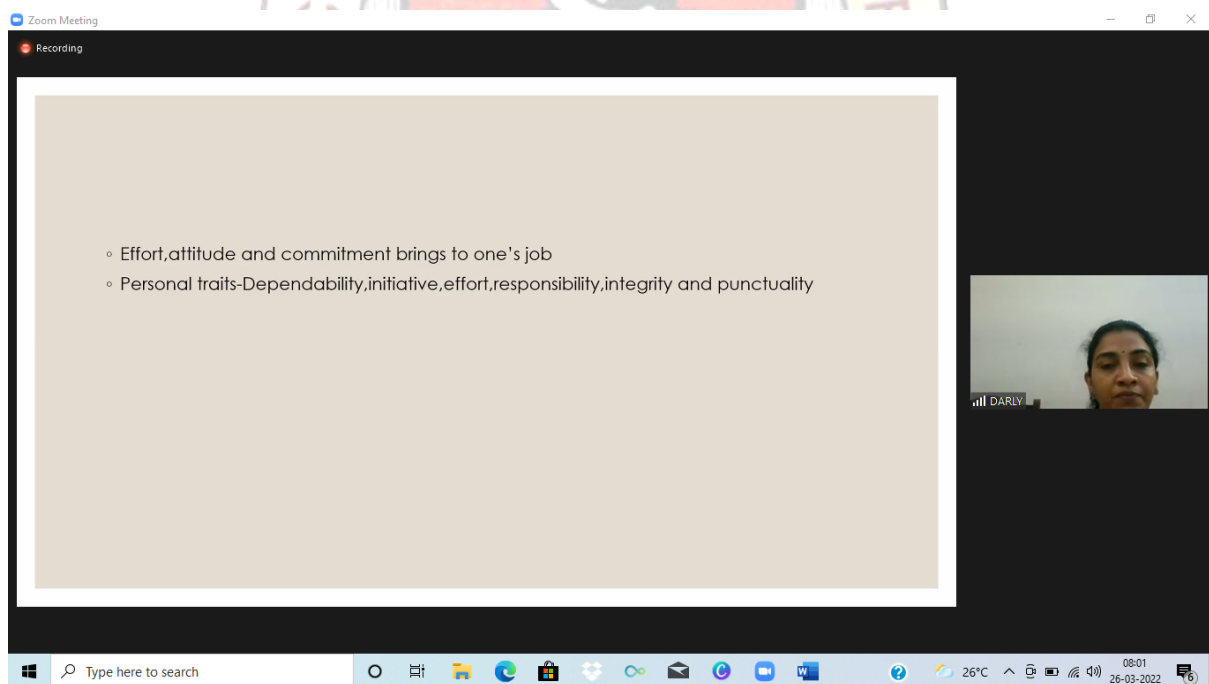
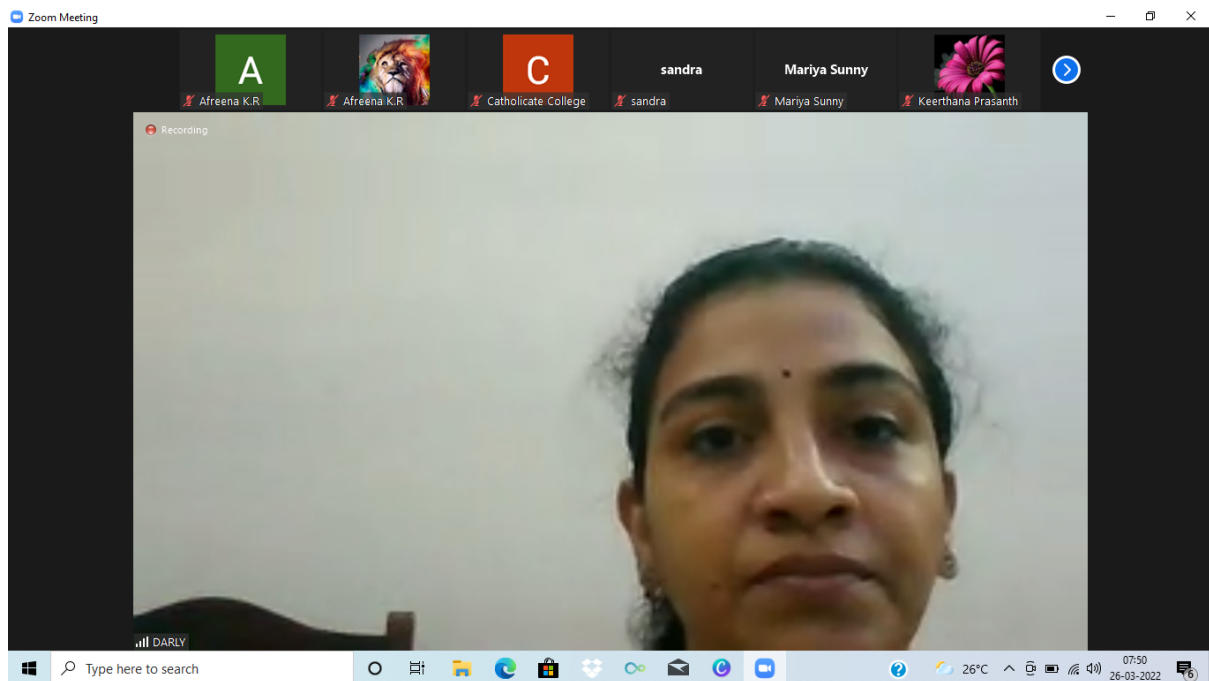
Femin Sunny



sandra



Day 20: Sessions by Dr Deepak Mathew and Ms. Darly Mathew



Zoom Meeting

Recording

Effort,attitude and commitment brings to one's job

Personal traits-Dependability,initiative,effort,responsibility,integrity and punctuality

DARLY

Type here to search

26°C 08:02 26-03-2022

Zoom Meeting

You are viewing DARLY's screen

Recording

Task

- Evaluate the situation with regard to work ethics.
- Mr Frank is leaving the company for he explains he has a hostile workspace and the manager is biased towards him.Should he leave or stick back?

Afreena K.R.	Afreena K.R.	DARLY	sandra
Abhishek Mathe...	Mariya Sunny	Ardra S	Dhanya E R
Kunju	Rizwana Rinshad	Ashwathy	Parvathy
Carina Ann Tho...	Ansa Roy	P S Gayathri	Nihara P Mathew
Delha Thomas	Akshaya	NANDANA T N	Aswathy MR

Unmute Start Video Participants 45 Chat Share Screen Record Reactions Apps Leave

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26°C 08:18 26-03-2022

Zoom Meeting | You are viewing DARLY's screen | View Options

Recording | DARLY is talking...

- Manage time
- List the company/institution first
- Top down-self motivation
- Do the hard job first
- Avoid being the office gossip first
- Respect yourself and others
- Culturally sensitive
- Maintain a workspace

Anakha A S	Rachel Richie	Phoncy Paul	Anu
Sreekutti M.D	Arya M B	Jesma	Sandra Sabu
Ayisha Farheen	Agna Rose Raju	Femy Antony	Jm
Sheba Mariam P...	sabaha basheer	Devaprabha AB	jeevA111
Stephen Sunny	Sara S Mathew	Anna Joseph	Ann Mary Prince

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Type here to search | 26°C | 08:21 26-03-2022



Zoom Meeting | You are viewing DARLY's screen | View Options

Recording | DARLY is talking...

- Manage time
- List the company/institution first
- Top down-self motivation
- Do the hard job first
- Avoid being the office gossip first
- Respect yourself and others
- Culturally sensitive
- Maintain a workspace

Arya M B	Jesma	Sandra Sabu	Ayisha Farheen
Agna Rose Raju	Femy Antony	Jm	Sheba Mariam P...
sabaha basheer	Devaprabha AB	jeevA111	Stephen Sunny
Sara S Mathew	Anna Joseph	Ann Mary Prince	Megha Mohandas
Marila Paul	Soniya Paulson	Seba Sajan	Annpriya Anto

Unmute | Start Video | Participants: 45 | Chat | Share Screen | Record | Reactions | Apps | Leave

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Recording You are viewing DARLY's screen View Options

Improving Relationship with Customers

Dr. Deepak Mathew D. K.
Asst Prof. & Head
ILFC, KVASU
Pookode

Unmute Start Video Participants 47 Chat 1 Share Screen Record Reactions Apps Leave

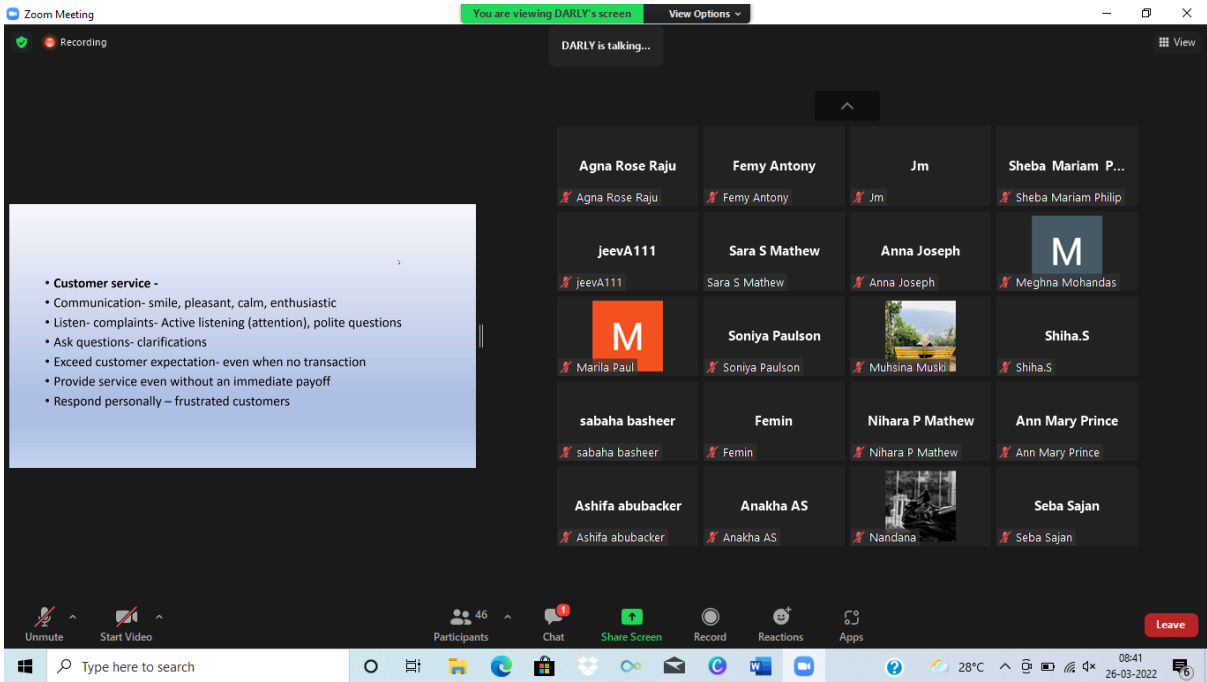
Zoom Meeting You are viewing DARLY's screen View Options

Recording

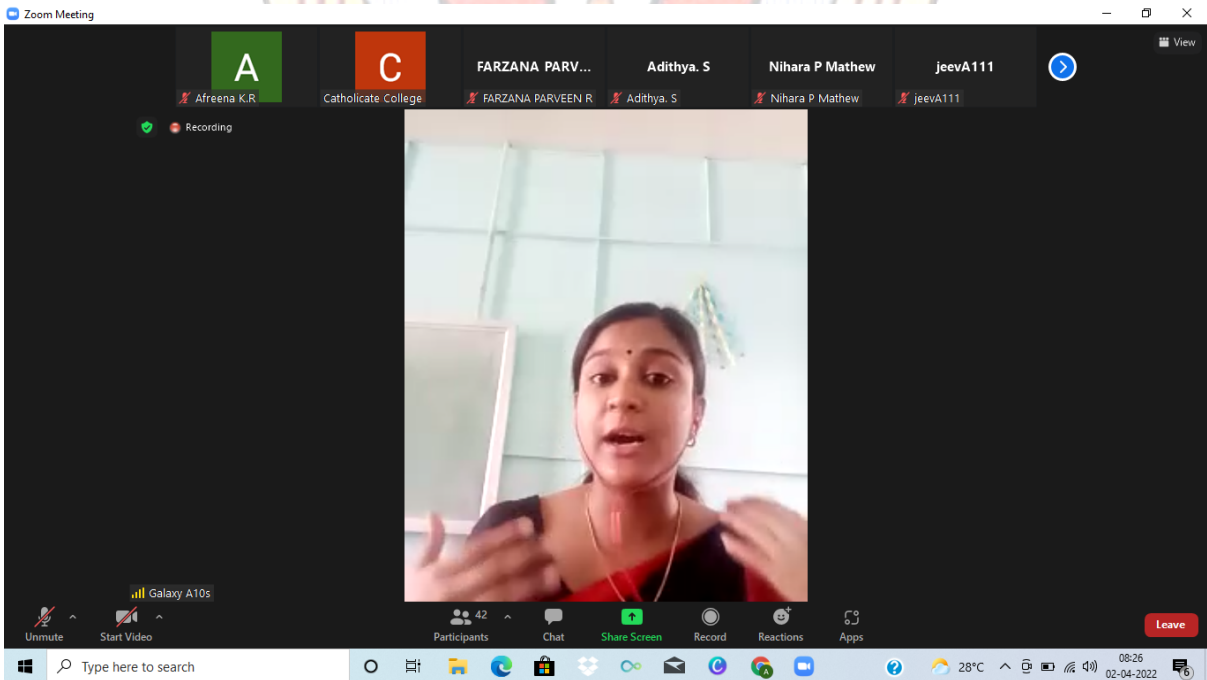
• "A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work – he is the purpose of it. We are not doing him a favor by serving him. He is doing us a favor by giving us the opportunity to serve him."
– Mahatma Gandhi"

Participants 46 Chat 1 Share Screen Record Reactions Apps Leave

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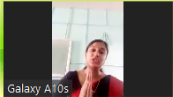









Day 21: Sessions by Ms. Anju Rose Anto and Ms. Keerthana P.K.



Zoom Meeting

Recording

 Galaxy A10s	 Afreena K.R.	 Catholicate College	FARZANA PARV... FARZANA PARVEEN R	Adithya. S Adithya. S
Nihara P Mathew Nihara P Mathew	jeevA111 jeevA111	 Afreena K.R.	Dhanya E R Dhanya E R	Abhishek Mathe... Abhishek Mathew Varghese
Akshaya Akshaya	 Rizwana Rinshad	Amulya Babu Amulya Babu	Elizabeth.k.Pani... Elizabeth.k.Panicker	Manasa M M Manasa M M
Soniya Paulson Soniya Paulson	 Aleena Kurian	Sara S Mathew Sara S Mathew	Phoncy Paul Phoncy Paul	Femy Antony Femy Antony
Jyothilakshmi D a Jyothilakshmi D a	 Delna Thomas	Stephy Vs Stephy Vs	 Sandra Sabu	Ansa Roy Ansa Roy



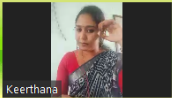



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28°C 08:36 02-04-2022

Zoom Meeting

Recording

View

 Afreena K.R.	Galaxy A10s Galaxy A10s	 Catholicate College	 Keerthana	 Afreena K.R.
FARZANA PARV... FARZANA PARVEEN R	Adithya. S Adithya. S	Nihara P Mathew Nihara P Mathew	jeevA111 jeevA111	Dhanya E R Dhanya E R
Abhishek Mathe... Abhishek Mathew Varghese	 Rizwana Rinshad	Amulya Babu Amulya Babu	Elizabeth.k.Pani... Elizabeth.k.Panicker	Manasa M M Manasa M M
Soniya Paulson Soniya Paulson	Sara S Mathew Sara S Mathew	Phoncy Paul Phoncy Paul	Femy Antony Femy Antony	Stephy Vs Stephy Vs
Ansa Roy Ansa Roy	Anakha A S Anakha A S	 Kunju	sabaha basheer sabaha basheer	Ann Mary Prince Ann Mary Prince

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Participants 41 Chat Share Screen Record Reactions Apps Leave








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29°C 09:04 02-04-2022

Zoom Meeting

Recording

View

 Afreena K.R.	Galaxy A10s Galaxy A10s	 Catholicate College	Keerthana Keerthana	
 Abhishek Mathew Varghese	FARZANA PARV... FARZANA PARVEEN R.	Adithya. S Adithya. S	Nihara P Mathew Nihara P Mathew	jeevA111 jeevA111
Dhanya E R Dhanya E R	 Rizwana Rinshad	Amulya Babu Amulya Babu	Elizabeth.k.Pani... Elizabeth.k.Panicker	Manasa M M Manasa M M
Soniya Paulson Soniya Paulson	Sara S Mathew Sara S Mathew	Phoncy Paul Phoncy Paul	Femy Antony Femy Antony	Stephy Vs Stephy Vs
Ansa Roy Ansa Roy	 Kunju	sabaha basheer sabaha basheer	Ann Mary Prince Ann Mary Prince	 Hrudya M Satheesh

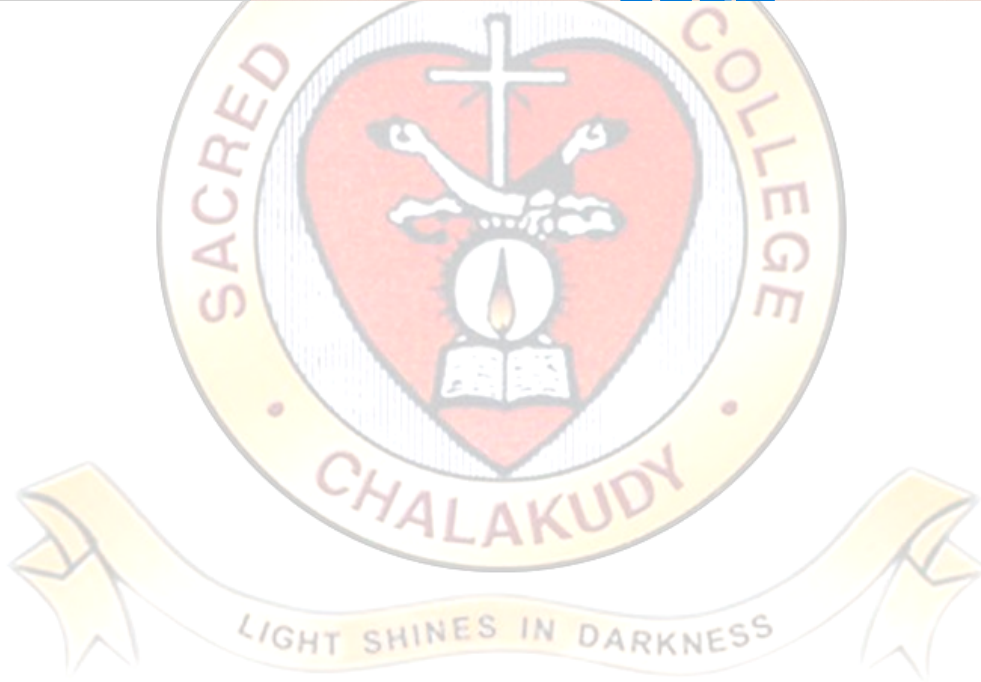
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Participants 42 Chat Share Screen Record Reactions Apps

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29°C 09:07 02-04-2022



Soft Skills-Name List and Attendance

GAD-TLC/21-22/WKSP021/111	Afreena K R	Sacred Heart College
GAD-TLC/21-22/WKSP021/112	Agna Rose Raju	Sacred Heart College
GAD-TLC/21-22/WKSP021/113	Aleena Reephel	Sacred Heart College
GAD-TLC/21-22/WKSP021/114	AMBIKA REEN BABU	Sacred Heart College
GAD-TLC/21-22/WKSP021/115	Anakha A.S	Sacred Heart College
GAD-TLC/21-22/WKSP021/116	Anjana A.S	Sacred Heart College
GAD-TLC/21-22/WKSP021/117	Anjana Sajeevan	Sacred Heart College
GAD-TLC/21-22/WKSP021/118	Anna Joseph	Sacred Heart College
GAD-TLC/21-22/WKSP021/119	Annpriya Anto	Sacred Heart College
GAD-TLC/21-22/WKSP021/120	Ansa Roy	Sacred Heart College
GAD-TLC/21-22/WKSP021/121	Anu Davis	Sacred Heart College
GAD-TLC/21-22/WKSP021/122	Anuja P. A	Sacred Heart College
GAD-TLC/21-22/WKSP021/123	Anupama T P	Sacred Heart College
GAD-TLC/21-22/WKSP021/124	Anusha Vikram	Sacred Heart College
GAD-TLC/21-22/WKSP021/125	Arya M B	Sacred Heart College
GAD-TLC/21-22/WKSP021/126	Aswathy MR	Sacred Heart College
GAD-TLC/21-22/WKSP021/127	Avani A S	Sacred Heart College
GAD-TLC/21-22/WKSP021/128	Ayisha Farheen	Sacred Heart College
GAD-TLC/21-22/WKSP021/129	Bazila Farzeen	Sacred Heart College
GAD-TLC/21-22/WKSP021/130	Christa Varghese Kundukulangara	Sacred Heart College
GAD-TLC/21-22/WKSP021/131	Christy Rose	Sacred Heart College
GAD-TLC/21-22/WKSP021/132	Delna Thomas	Sacred Heart College
GAD-TLC/21-22/WKSP021/133	DIYA PAULY	Sacred Heart College
GAD-TLC/21-22/WKSP021/134	Gayathry N J	Sacred Heart College
GAD-TLC/21-22/WKSP021/135	Gouri krishna	Sacred Heart College
GAD-TLC/21-22/WKSP021/136	Jesna Thomas	Sacred Heart College
GAD-TLC/21-22/WKSP021/137	Josemi Jose	Sacred Heart College
GAD-TLC/21-22/WKSP021/138	JOSNA JOSE	Sacred Heart College
GAD-TLC/21-22/WKSP021/139	Jyothilakshmi D A	Sacred Heart College
GAD-TLC/21-22/WKSP021/140	Krishna shanil	Sacred Heart College

GAD-TLC/21-22/WKSP021/141	Maria Jose	Sacred Heart College
GAD-TLC/21-22/WKSP021/142	Marila paul	Sacred Heart College
GAD-TLC/21-22/WKSP021/143	MARIYA SUNNY	Sacred Heart College
GAD-TLC/21-22/WKSP021/144	MAYA.V. P.	Sacred Heart College
GAD-TLC/21-22/WKSP021/145	Nandana TN	Sacred Heart College
GAD-TLC/21-22/WKSP021/146	P S Gayathri	Sacred Heart College
GAD-TLC/21-22/WKSP021/147	Phoney Paul	Sacred Heart College
GAD-TLC/21-22/WKSP021/148	Revathy P R	Sacred Heart College
GAD-TLC/21-22/WKSP021/149	Riya T.L.	Sacred Heart College
GAD-TLC/21-22/WKSP021/150	Rosmy Thomas	Sacred Heart College
GAD-TLC/21-22/WKSP021/151	Sabaha basheer	Sacred Heart College
GAD-TLC/21-22/WKSP021/152	Sangcetha V M	Sacred Heart College
GAD-TLC/21-22/WKSP021/153	SONA MARIYA	Sacred Heart College
GAD-TLC/21-22/WKSP021/154	Soniya Paulson	Sacred Heart College
GAD-TLC/21-22/WKSP021/155	Sreelakshmi As	Sacred Heart College
GAD-TLC/21-22/WKSP021/156	Sreelakshmi v	Sacred Heart College
GAD-TLC/21-22/WKSP021/157	Stephy vs	Sacred Heart College
GAD-TLC/21-22/WKSP021/158	Varsha Gireesh	Sacred Heart College