

**DAYANANDA SAGAR COLLEGE OF ARTS SCIENCE AND COMMERCE**  
 Shavlge Malleshwara Hills, Kaumarswamy Layout, Bangalore-560082  
 Internal Quality Assurance Cell (IQAC) Cell

**CIL Training on Teams and Interpersonal Skills**

Department: 3<sup>rd</sup> Sem BCA

Date: 18/07/2018

19/07/2018

Sl. No.	Particulars	Event related Details			
1.	Event*	Workshop			
2.	Title of the Event	CIL Training on Teams and Interpersonal Skills			
3.	Date	18/07/2018 19/07/2018			
4.	Time	9.00 – 4.00 pm			
5.	Venue	4 <sup>th</sup> Floor, CD Sagar			
6.	Resource Person 1 Details** (Profile to be enclosed)	Mr Michael Johnson Free-lance Corporate Trainer			
7.	Topics Covered	Team Work, Listening Skills, Communication skills, Cooperation etc			
8.	Resource Person 2 Details** (Profile to be enclosed)	NA			
9.	Topics Covered	NA			
10.	No. Faculty Participants (Enclose a copy of names with signatures)	Internal:	NIL	External:	NIL
11.	No. Student Participants (Enclose a copy of names with signatures)	Internal:	85	External:	NIL
12.	Faculty Coordinator/s	Prof.Srivatsala V.			
13.	Student Coordinator/s	Mr. Sudarshan S			
14.	Total Expenditure (Details to be enclosed)	NA			
15.	Sponsors and Amount (if any)	NA			

Sl. No.	Particulars	Event related Details
16.	Agenda of the Event (Enclose a copy)	NA
17.	Report uploaded on college website? If yes, give details:	No
18.	Report sent to media? If yes, give details:	No
19.	Report uploaded in Social Media? If yes, give details:	No
20.	Certificates Printed? (Enclose a copy***)	Yes
21.	Feedback Collected? (Enclose a copy***)	No
22.	Summary of the Event (Minimum 100 words)	The students of 3 <sup>rd</sup> sem attended the training programme conducted CIL at CD Sagar. The students were accompanied by the class teachers to the venue. The training started by 9 o clock and ended around 4 o clock. The trainer Mr. Michael a freelance corporate trainer ensured the students understood the importance of team work by engaging them in various activities. The students enjoyed the activities and they did do the team work. Interpersonal skills also are quite important and this was communicated through open communication, fairness, respect, involvement.
23.	Photographs of the Event (Attached)	Yes

**Notes:**

\* Seminar / Workshop / Symposium / Conference / Cultural Fest / Quiz / Sports / Literature Fest, etc.

\*\* Name / Organization / Designation / Area of Expertise

\*\*\* Format Copy need to be attached and hard copy need to be filed

PS: Whichever column is not applicable, write as NA.

V. Bhatwadekar  
Event Coordinator

A. G. G. G.  
IQAC Coordinator

  
Principal

14.	Working in Teams and Interpersonal Skills	18/07/2018 19/07/2018	Mr. Michael Johnson	3 <sup>rd</sup> Semester BCA Students
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**Description of the Event:**

**Team Work**

**Listening Skills**

The use of teams in the workplace is intended to foster sharing and debate about ideas and alternative solutions. Strong listening skills help an employee perform better by showing support of others when they speak, along with better understanding the ideas they share. This improves team chemistry. Good listening skills are sometimes an afterthought compared to the ability to share ideas, but are equally important.

**Persuasion**

While listening to the ideas of other team members, a knowledgeable team member must often use his skills of persuasion to convince others to go along with his suggestion. Teams often use different approaches to come to agreements, but in certain situations, the team member with the best experience in a given situation needs to step up and sell that experience and point of view to ultimately bring out the best solution.

**Accountability**

Responsibility and accountability are closely related traits that are critical to teamwork. Teams often distribute tasks to different team members. To achieve success, it is important that each team member accept accountability and complete his duties in a timely fashion. Along with being accountable for task completion, the skill of accountability means that you acknowledge and take responsibility for mistakes.

**Cooperation**

Cooperation is a general skill that encompasses a helpful nature and willingness to participate actively within the team. Work teams succeed only when all members are fully engaged in sharing ideas and performing tasks. These cooperative attributes make an employee much more valuable to his team. Active participation and cooperation also earns the respect of other team members, making them more willing to hear your ideas.

**Interpersonal Skills**

**Open Communication**

The glue that holds teams together is open communication. No matter what you are talking to team members about, you should employ open communication. This includes speaking



directly and clearly to the person to whom you wish to communicate an idea. Open communication also relies on the communicator being concise, focused and specific. When everyone expresses their expectations and comments in this way, team cohesion is enhanced because everyone is on the same page and understands what is expected of them.

### **Respect**

Respect for others is a key to communication. Direct comments and criticism must be tempered with courtesy and respect for the feelings and views of others. Even if you make clear, reasonable points to other team members, team cohesion will suffer if each member does not feel respected, valued and listened to.

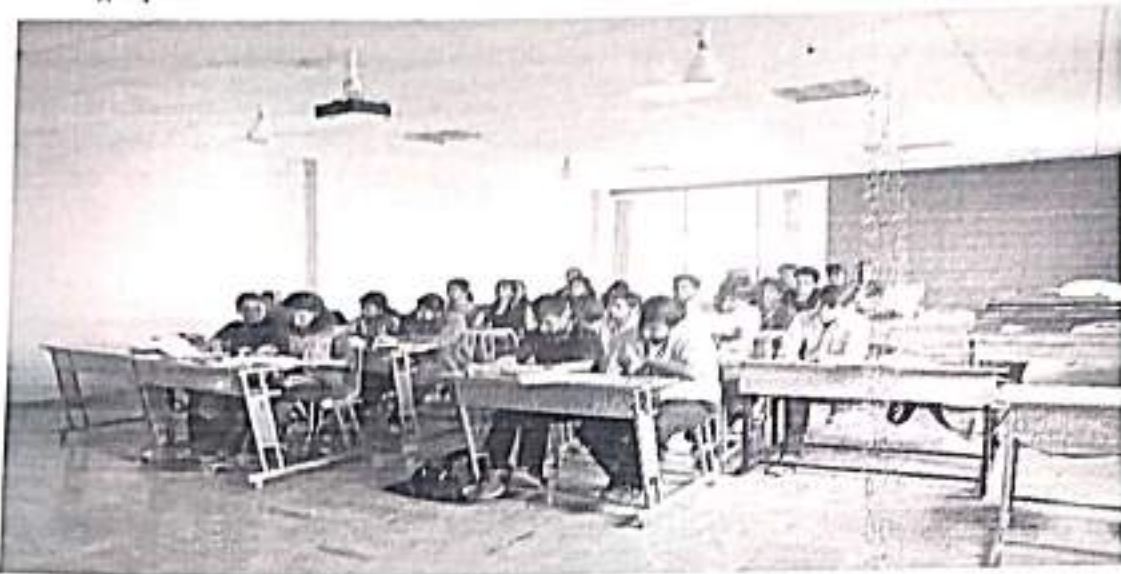
### **Involvement**

It is essential for each member to involve every individual in the team. Unless each team member is involved in the project and team decisions, motivation to accomplish team goals will be low. Team cohesion relies on each member soliciting feedback from her peers and listening to each person's input. It is each team member's responsibility to employ these interpersonal skills during team activities to foster cohesion.

### **Fairness**

When leading a team or simply participating in it, fairness is key. Everyone has friends and favorites among the members of a team, but indulging your preferences toward individual team members reduces team cohesion. When each member of the team feels like they have a fair chance of communicating their views and airing their grievances, the team works better together and problems are identified early on.

**Photographs:**



*Students noting down the key points given by Mr Michael*



*BCA 3<sup>rd</sup> Sem Students at CIL*



Michael

**AREAS OF EXPERTISE**

Customer Experience  
Human Resources  
Training and Development  
Business Development  
Content Writing  
Legal

**ACADEMICS**

Pursuing MBA in Customer  
Relationship Management  
(CRM) - ISBM, Bangalore

**PROFESSIONAL SKILLS**

Leadership and Development  
Innovative ideas  
Inspiring Innovation

**PERSONAL SUMMARY:**

A total of 25 years expertise in India and abroad  
Retail, Hospitality and BPO.

A result driven, consistent, self-motivated and  
resourceful individual possessing impeccable  
communication skills with English as Mother  
Tongue and able to establish sustainable  
relationships. With a proven ability to develop  
and strengthen management teams in order to  
maximize company profitability with everyone  
associated.

**WORK EXPERIENCE:**

**Empire Group of Hotels**  
**India, Dubai, UAE (2010 to 2017)**

Was associated with the Empire Group of Hotels  
as Operations Head and added value to all the  
verticals in the hospitality business that included  
Customer Service, Human Resources, Business  
Development, Training, entire operations of the  
Contact Center, Home Delivery and the support  
team, adhering to Quality Management and  
service levels, Customer Grievances through all  
social media. Ensured timely execution of  
operating forecasts, legal, regulatory, daily,  
weekly, and monthly reports and all related  
activities.

**Freelance Trainer – Pan India (2005 to 2010)**



#### PERSONAL SKILLS

Counselling Acumen  
Motivational Speaker

#### Limelight

Was always pushed forward to handle the media for various issues related to the business and brand integrity.

#### PERSONAL DOSSIER

Contact 9845819429

East Mansion  
# 202, Hutchins Road  
Cooke Town  
Bangalore- 560 084

mike.johnson05@gmail.com

Trained a large number of students at schools, colleges and a sizeable number of Corporate Houses Pan India on Communication, Hospitality Sector, and Campus to Corporate Training, Business Communication and Soft Skills.

#### Health Scribe – Bangalore (1998 to 2005)

A medical Transcription concept that was first started 25 years ago. Actively involved in Proof Reading and Cross Culture Training in house. Was a star performer every year for maintaining 100% accuracy, quality and delivery within the TAT.

#### Visual Merchandiser – UAE and KSA

Visual merchandising was all about being creative and fast paced in the retail industry of developing floor plans and three-dimensional displays in order to maximize sales. The purpose of such visual merchandising is to attract, engage, and motivate the customer towards making a purchase.

#### KEY SKILLS AND COMPETENCIES:

- Sturdy leadership skills.
- Comprehensive understanding of Customer Experience.
- Excellent management skills to motivate a team.
- Impeccable communication and problem solving skills.
- Result-oriented with a positive outlook and a clear focus on high quality and business profit.

**DAYANANDA SAGAR COLLEGE OF ARTS, SCIENCE AND COMMERCE**  
**CENTRE FOR INNOVATION AND LEADERSHIP**

Department: Bachelor of Computer Applications

Unit: 1

Semester: 1<sup>st</sup>

Batch: 2017-2020 Date: 18<sup>th</sup> July, 2018

Sl. No.	NAME OF APPLICANT	MARKS	
		Internal	External
1	ADITHYAN R. D. S.	100	100
2	ADITHYAN R. D. S.	100	100
3	A. LAVANYA	100	100
4	NAMRATHA K. M.	100	100
5	ABHIRAM K.	100	100
6	H. S. SAIKEERTHANA	100	100
7	Durga Lakshmi M. S.	100	100
8	CHANDANA H. R.	100	100
9	RACHAN A.	100	100
10	CHARITHA S.	100	100
11	KRISHA D. S.	100	100
12	JYOTHI D.	100	100
13	BHAVANA P.	100	100
14	NEHA P. K.	100	100
15	HRUTHIKA F.	100	100
16	BINDU K. R.	100	100
17	NIMISHA V. S.	100	100
18	PREKSHA B.	100	100
19	ARCHANA C. SHETTY	100	100
20	NIRJAL L.	100	100
21	HARSHA SANKARAN S.	100	100
22	JYOTHSNAB S.	100	100
23	Ganesh K.	100	100
24	Mohammed Mubeen Khan	100	100



DAYANANDA SARJAR COLLEGE OF ARTS, SCIENCE AND COMMERCE  
 CENTRE FOR INNOVATION AND LEADERSHIP

Department of English, Mysore  
 Date: 18<sup>th</sup> July, 2014

Sl. No.	Topic	Topic	Topic
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DAYANANDA SAGAR COLLEGE OF ARTS, SCIENCE AND COMMERCE  
CENTRE FOR INNOVATION AND LEADERSHIP

Department of English Language and Literature  
Date: 20/02/2020 Page No. 2/2

Sl. No.	Name of the Candidate	Roll No.	Grade
1	VIKAS K. S.	101	B
2	ANANDA P.	102	B
3	VIKAS K.	103	B
4	CHANDAN P. P.	104	B
5	KRISHNA M. H.	105	B
6	DR. SUDHAKAR	106	B
7	VINOD T.	107	B
8	MEENA K.	108	B
9	NIRUP D. S.	109	B
10	SUSITHA KUMAR C.	110	B
11	PRANAV B.	111	B
12	VINOD K. T.	112	B
13	SHANMUKH K. R.	113	B
14	VISHAK V.	114	B
15	PRITHVI M. G.	115	B
16	PRANAV S. C.	116	B
17	SHANMUKH KUMAR A.	117	B
18	PRANAV S. P.	118	B
19	PRANAV S. P.	119	B
20	SHIVA KUMAR B. M.	120	B
21	R. VINAY KUMAR	121	B
22	ADARSH K. R.	122	B
23	VANSHI R. V.	123	B
24	VIJAY M.	124	B
25	V. RAJESH K.	125	B
26	Lakshy P.	126	B

DAYANANDA SAGAR COLLEGE OF ARTS, SCIENCE AND COMMERCE

CENTRE FOR INNOVATION AND LEADERSHIP

Department: Bachelor of Computer Applications      Year: II      Semester: III B

Batch: 2017-2020      Date: 17<sup>th</sup> July, 2018

Sl. No.	ABSTRACTED TOPICS	DATE	
		10/07/2018	11/07/2018
27	POWER 3	Power 3	Power 3
28	SQL PL/SQL	PL/SQL	PL/SQL
29	PLANNING PORTAL	Portal	Portal
30	GOVERNANCE	Government	Government
31	Appl. Found (VNO TRILLON)	Appl. Found	Appl. Found
32	A. VIGNETALANDE	A. Vignetalande	A. Vignetalande
33	SONNET P	Sonnet P	Sonnet P
34	SONNET D	Sonnet D	Sonnet D
35	SONNET I	Sonnet I	Sonnet I
36	ENGLISH PAPER 3	English	English
37	SONNET V	Sonnet V	Sonnet V
38	SONNET A	Sonnet A	Sonnet A
39	SONNET B	Sonnet B	Sonnet B
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