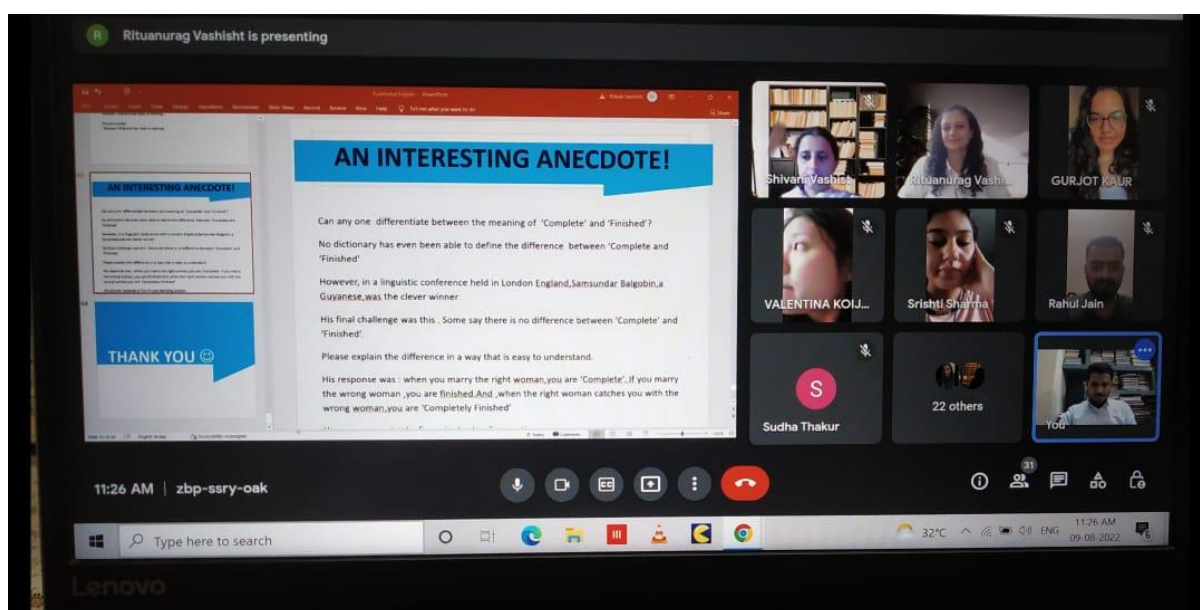


Report of 30-hour Value Added Course on "Basic Skills of Office Management" held from August 8 to 12, 2022 in online mode

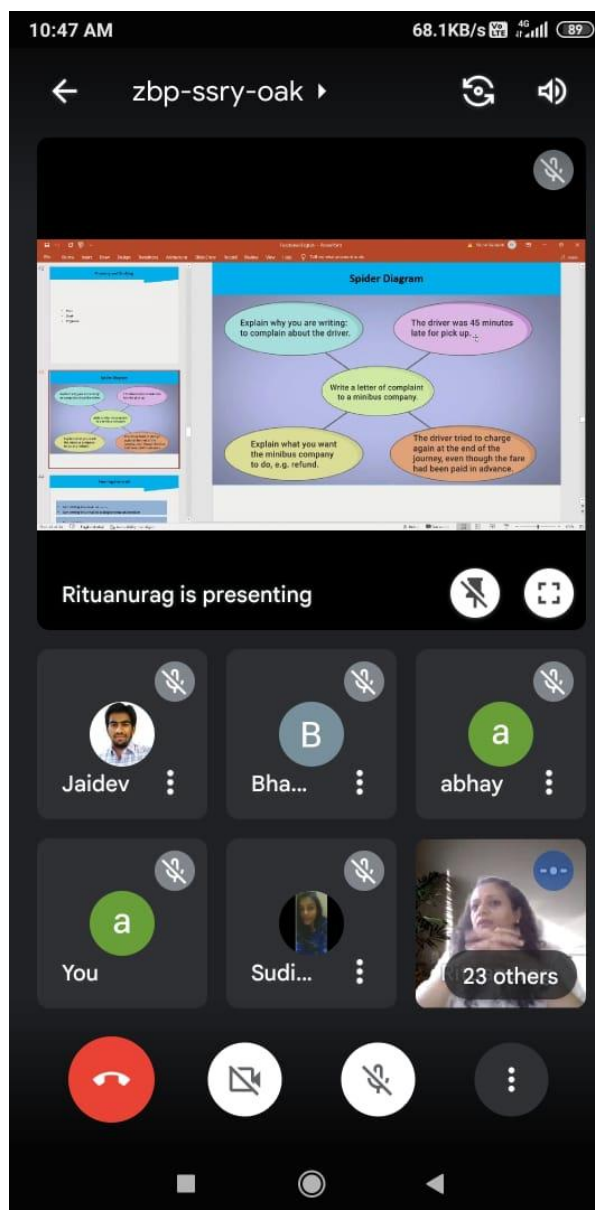
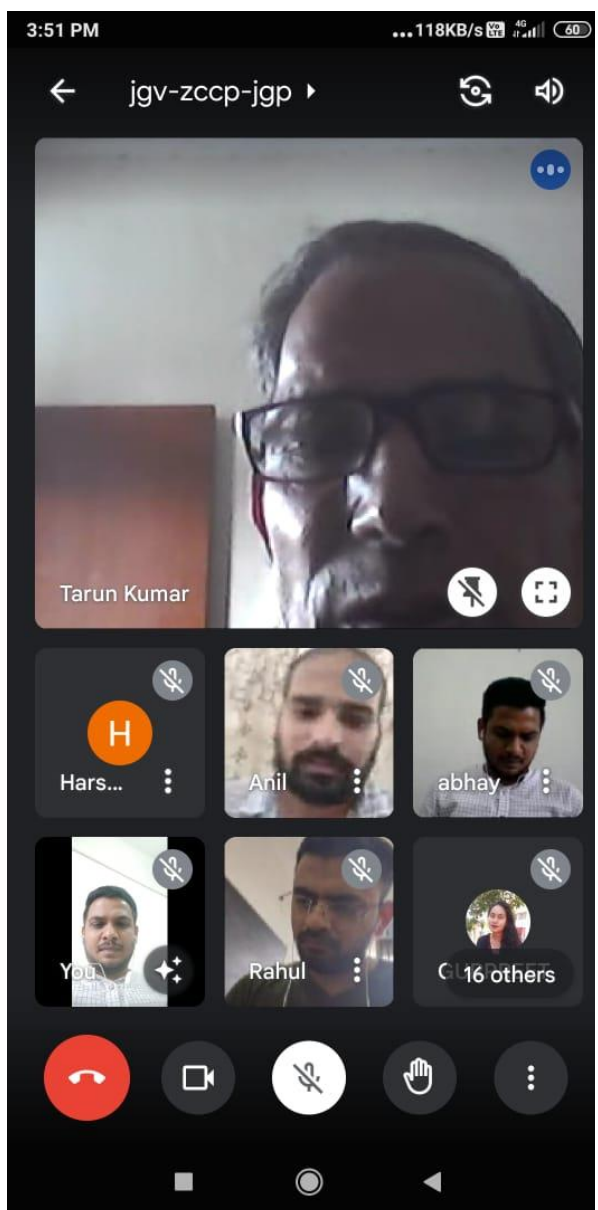
An online course on 'Basic Skills for Office Management' was organised by Department of Public Administration in collaboration with Department of English and Cultural Studies under the aegis PU Skill Development Hub RUSA 2.0. Dr. Bhawna Gupta and Dr. Meenu Gupta were the coordinators of the Value Added Course. A total of 60 participants enrolled for the course and 29 participants successfully completed the course. This course aimed at skilling and empowerment of students. The specific objectives of the Value Added Course were:

- to help the students gain understanding of the role and responsibilities of office staff, managers, etc.;
- to familiarise them to types of office communication – verbal and written;
- to develop creative approaches when managing tasks, teams, and individuals;
- to learn from best practices for streamlining office processes and workflow;
- to understand office procedures, tools, and office strategies to enhance work productivity;
- to provide them tools and techniques – writing effectively, communicating and presenting effectively to be used in the performance in a professional environment; and
- to learn how to manage a network of working relationships and manage various stakeholders



The programme was formally inaugurated by Dr. Bharati Garg, Chairperson, Department of Public Administration, PU who enthused the participants to actively participate in the Course. She highlighted the importance of the Soft Skills as an essential life skill and the need for acquiring basic skills of Office management like Effective Writing, work ethics and Professional Development. The programme began with an Ice breaking session wherein the participants introduced themselves and also shared their needs and apprehensions about the course. A total of 30 hours comprising of technical sessions, review sessions and practice and feedback sessions were held. The curriculum comprised of modules covering:

- Effective Communication skills – Verbal and non-verbal;
- Written Skills
- Interpersonal Skills
- Presentation Skills
- Manners and Etiquette at the Workplace
- Body Language
- Team building & leadership;
- File Management
- Personal Desk Efficiency
- Time and Stress Management
- Resume Writing and Interview Skills
- Personality, professionalism and work ethics



Resource persons from the University and corporate trainers were invited to take sessions in online mode. Prof. Pushpinder Syal (Retd. Dept. of English, PU), Dr. Sanjeev Gupta (Corporate Trainer), Mr. Tarun Banerjee, Ms. Ritesh Vashisht, Ms. Aishwarya Khosla, Dr. Kamna and Dr. Bharati Garg took sessions. Each day began with a review session, wherein volunteer participants read out a brief review of the sessions held on the previous day and discussed relevant issues related to the course. Practice and feedback sessions were conducted by Dr. Bhawna Gupta and Dr. Meenu Gupta. On the last day of the course, an evaluation test through google forms was conducted. Ms. Sudha, Ms. Gurjot, Mr. Anil did exceptionally well in the test and they were felicitated by the Valedictory Speaker.

The Valedictory Address was given by Prof. S.L. Sharma, former faculty, Department of Sociology. The programme ended with a note of thanks by Dr. Bhawna Gupta and Dr. Meenu Gupta (course coordinators).