



Training on

Professional Ethics and Interpersonal Skills

(Tuesday, June 21, 2022)

Conducted for

Support Staff of BMS College of Law Faculties

Bengaluru

Conducted by

Public Affairs Foundation

Bengaluru



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Introduction

A training session was conducted for the administrative staff of B.M.Sreenivasaiah College (BMSCL), Bengaluru on 21st June 2022 as part of the Seven Days Administrative Training Programme. Hosted by the Public Affairs Foundation, the participants in the programme were trained by Dr. Annapoorna Ravichander, Executive Director, Public Affairs Foundation.

Inaugural Session

The training programme began with an inaugural ceremony by BMSCL. The inaugural started with invoking blessings by faculty Ramya. Rachana, Assistant Professor of BMSCL gave her introduction talk and briefly described the purpose of the training programme. Principal of the college, Dr. Anitha F N D D'Souza presented a memento to Dr. Annapoorna Ravichander, welcoming her as the chief guest for the event and as a part of the ceremony the dignitaries lit the lamp.



Dr. Annapoorna Ravichander also expressed her gratitude to the faculty of BMSCL for giving her a warm welcome. Later, she introduced the training programme and the topics to be covered during the three hour session.

Module 1: Importance of Ethics

Time: 2.00 p.m. to 3.00 p.m.

Trainer: Dr. Annapoorna Ravichander, Executive Director, Public Affairs Foundation

Objectives

1. Increase Highlighting the importance of professional ethics
2. Understanding the significance of the administrative staff in a college/university environment.

Context

- The first half of the training programme of the day included a session on ‘Importance of Ethics.’
- The trainer started the session by asking the participants “What are ethics?” and asked each of them to give a word/quality that they thought defined ethics.
- The words proposed by the participants included ‘discipline’, ‘professionalism’, ‘punctuality’, ‘commitment to work’, ‘honesty’, ‘sincerity’, ‘quality’, ‘communication’, ‘respect’, ‘relationship’, and ‘understanding’.
- Following that, based on the words given by them, she asked the participants to give a real-life example for each of the words/qualities.
- She also made them understand the role administrative staff play in an institutional environment and their allegiance should always lie with the college/ university.
- Certain principles and administrative ethics that must be followed in an institution were discussed, such as professionalism and relationship with co-workers.

ACTIVITY - BASED LEARNING

Title: Word Wrap

Objective

- To assess the understanding of the participants regarding the importance of ethics and what is the deeper meaning of ethics.

Instructions

The participants were divided into three groups, and each group was given three words from the ones given by them earlier and were asked to define them based on their understanding.

Output

- The first team described 'discipline', 'professionalism' and 'punctuality'. They defined the three words as 'the art of presenting oneself', 'keeping away personal relations from work' and 'respecting one's own commitment' respectively.
- The second team described 'work commitment', 'honesty' and 'sincerity'. They defined the three words as 'doing whatever it takes to produce the best work possible', 'fostering trust by being honest about the progress of work' and 'being upfront and honest about the mistakes and weaknesses' respectively.
- The third team was tasked to describe 'quality', 'communication' and 'respect'. They defined these words as 'work that is complete, correct and professional', 'exchanging information both verbally and non-verbally amongst peers and co-workers' and 'treating each person with appreciation and dignity' respectively.

Learning experience

The participants expressed that they got a deep understanding about the importance of ethics in a work environment and how they can play a role in character building.

Key Learnings

- ❖ Session was participative, interactive and informative
- ❖ Programme made me to reflect on many aspects
- ❖ Right way of working and ethics to be involved in it
- ❖ Learning together and Professionalism
- ❖ Making the participants understand the content with the help of examples

Module: Importance of Working in a Team

Time: 3.00 p.m. to 4.00 p.m.

Trainer: Dr. Annapoorna Ravichander, Executive Director, Public Affairs Foundation

Objectives

1. Enhance the team building skills among the participants and avoid blocks to team building
2. Focus on collaboration and not on competition

Context

- The second session was on highlighting the 'importance of working in a team' and focused on enhancing team building skills among the participants.
- The trainer educated the participants that team building is a management technique used for improving the efficiency and performance of the workgroups through various activities and in this case, the sole motive of any team activity is to achieve the organisation's vision and objectives.
- The factors and the functions of team building are widely discussed in the session and how team building fosters collaboration between individuals.
- Some of the blocks to team building such as
 - Competence
 - Shared Values
 - Respect
 - Trust
 - Constructive Conflict
- Fundamental points that are essential for working together as a team and resolving conflicts among the team members could reap numerous benefits.
- The cross-generational issues referring to pairings with a big age difference or between characters from different generations has been largely discussed and the trainees are made aware of the advantages when different generations work together with the help of better communication and collaboration.

- The participants also questioned about the arising problems when working with people from different generations and the trainer cited various strategies to overcome these challenges and working together as a team.
- The seven different ways to build an effective team was also observed and they include the following
 - Developing Teamwork- requires conscious effort from every individual in the team and the leader as well
 - Communicate Well
 - Establish Trust
 - Connect with team members
 - Encourage Contributions
 - Practice Feedback
 - Providing them a good work environment

ACTIVITY-BASED LEARNING

Title: Deck Assembly

Objective

To help participants understand the importance of working & growing as a team and to enhance their creative collaboration.



Instruction

The participants were divided into two groups and were given a deck of cards each which they were required to arrange in a specific pattern starting from Spades, followed by Clubs, Hearts and lastly the Diamonds in an ascending order in 5 minutes.

Output

- The first team had strategised well and was able to complete the task with all the cards aligned properly. The team had given each member a task based on their strengths and weaknesses which worked in their favour.
- The second team was unable to complete the task and was able to arrange only half the deck. The team struggled as they did not have proper planning and even though they divided the tasks, they did not look into the strengths and weaknesses of their team members which worked against them.

Learning Experience

The participants expressed that they were now able to understand the importance of working as a team and how each member being unique can play a part in achieving the goals together by complimenting each other's strengths and weaknesses.

Key Learning

- ❖ Understood why planning is important
- ❖ Realised the importance of delegation of tasks
- ❖ Helped understanding strategy building
- ❖ Everyone played a different but equal role in achieving the goal

Module: Professional Communication

Time: 4.00 p.m. to 4.30 p.m.

Trainer: Dr Annapoorna Ravichander, Executive Director, Public Affairs Foundation

Objectives

1. Understand the need for effective communication
2. Benefits and Barriers
3. Importance of Body language
4. Do's and Don'ts

Context

- The third session primarily focused on the topic 'Professional Communication' and the significance of body language in a professional setting.
- The definition and importance of professional communication has been determined by the trainer efficiently and she also discussed some of the barriers that prohibit the individuals from communicating effectively.
- The Seven C's of communication that were largely discussed in the session include
 - Clear
 - Correct
 - Concise
 - Courteous
 - Concrete
 - Considerate
 - Complete
- The importance of proper body language and its effect on communication has been made aware to the participants with live examples by the trainer.
- Some of the common types of body language such as being aggressive, defensive, nervous, bored and engaged were discussed with the participants.
- Dr. Annapoorna also showcased some what type of body language should be avoided and what needs to be practised.

Key learning

- ❖ Real life examples about body language
- ❖ The solutions or tips as to how we can prioritise the work
- ❖ Rules for time Management and Importance of Professional Communication
- ❖ Importance of communication in a professional atmosphere

Annexures

Annexure 1: Poster

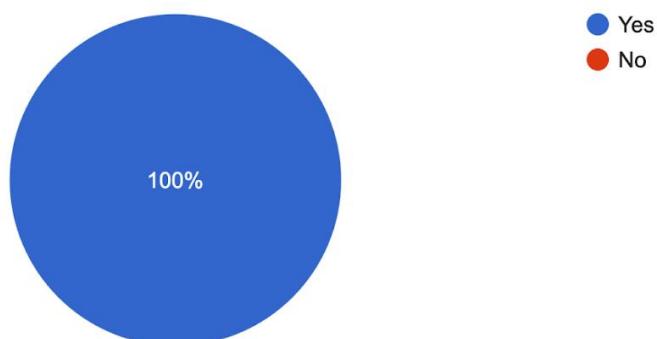
Feedback forms were provided to the participants everyday after the completion of the session. The forms assessed the outputs of the session and recommendations for further training programmes.

Module 1: Gender Sensitisation

Conducted On	Tuesday, 21 June 2022
Conducted By	Dr. Annapoorna Ravichander
Total Number of Participants	12
Number of Feedback	9

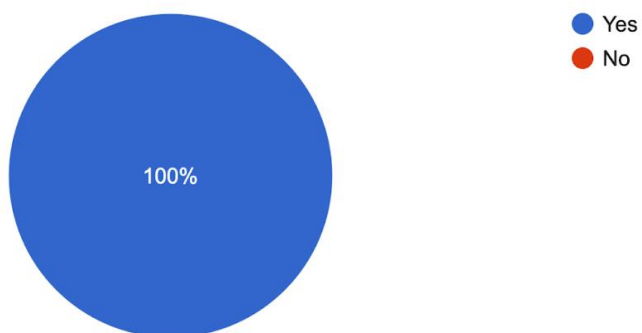
Were the objectives of the training met?

9 responses



Were the exercises useful in applying the learning?

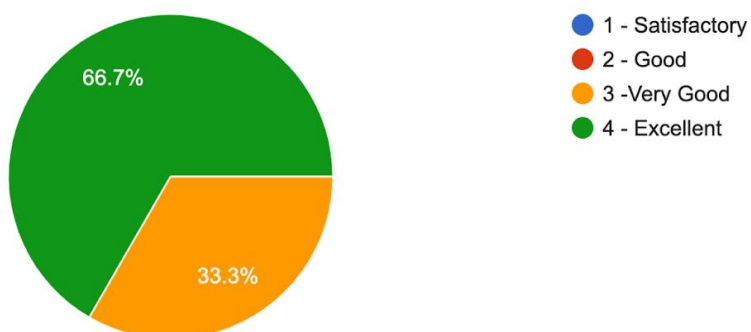
9 responses



Trainer: Dr Annapurna Ravichander

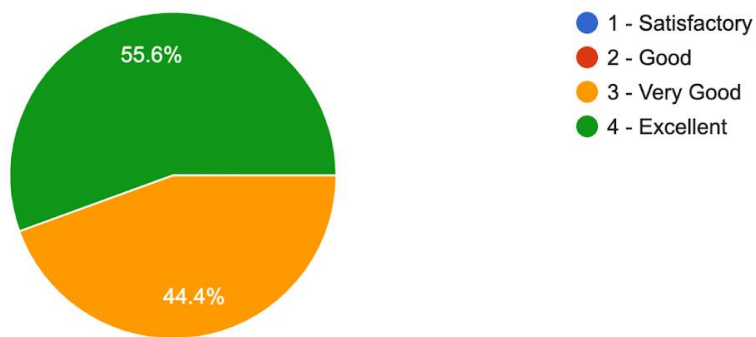
Introduction of the training

9 responses



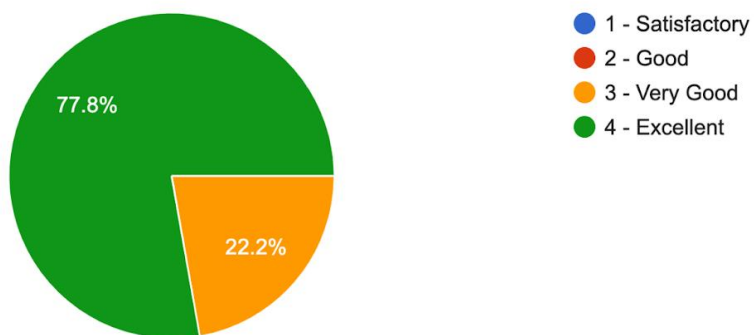
Presentation of materials in a clear and organised way

9 responses



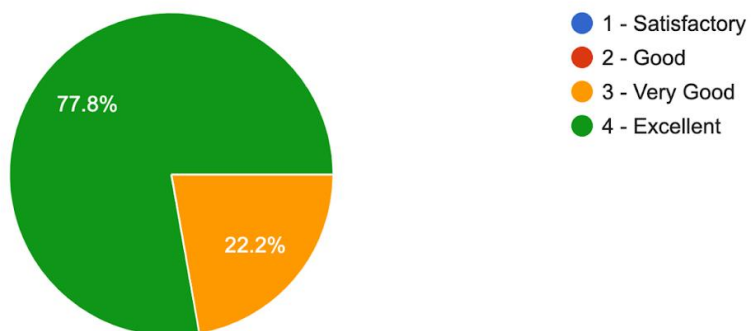
Provision of suitable examples to help understand the subject

9 responses



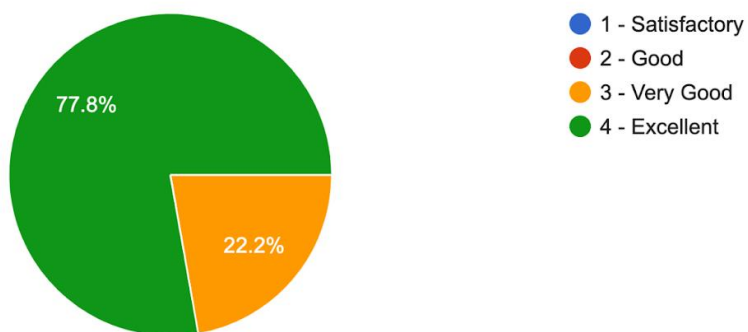
Encouragement from trainer for participation

9 responses



Trainer's answers to my questions

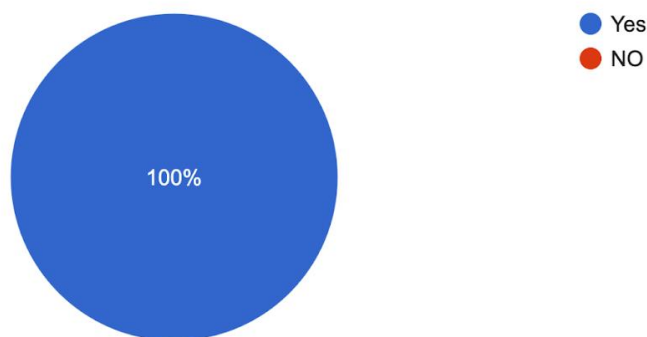
9 responses



Overall Experience

Overall this training was worth my time

9 responses



What did you like most about this programme?

1. Good
2. Excellent
3. The way resource person explained each point
4. Activities
5. Interactive session, teach with fun
6. Resource persons interaction with staff
7. Sharing of knowledge
8. The way the Resource person explained the concepts with an example with making proactively participation of the employees
9. The way Madam makes me and all understand.

What did you not like about this programme?

1. Nil
2. Nothing
3. Nothing to say about not like
4. Time limit as the session was Excellent

Annexure 2: Photographs

Day 1

Presenting Memento



Trainer with participants explaining group activity



Trainer with
participants



Conceptualised & Designed By

Public Affairs Foundation

Web: www.pafglobal.org

Phone: +91 80278 39918/19/20

Address: #15, KIADB Industrial Area,
Jigani-Bommasandra Link Road,
Jigani Post, Anekal Taluk,
Bangalore -560105
Karnataka, India

