1.	Name of the Programme	:	Online Training programme for non-teaching support staff on '**Assuring and Ensuring Quality Performance : Persona Enhancement and Professional Etiquettes'**
2.	Date	:	26/06/2020 and 29/06/2020
3.	In connection with observation of…….. Day (if any)	:	-
4.	Organized by	:	IQAC, B N College
5.	Name of Resource persons/judge	:	Mr. Anjan Choudhury Founder, Skilfinity, Guwahati
6.	Number of participants/students	:	15
7.	Name, Class, Roll no of the winners	:	-

8. A brief write up of the programmme (with web snaps, If any)

Objectives:

Employee empowerment has long been associated with organizational outcomes such as innovation, greater effectiveness, and better performance. Non-academic professional employees in higher education are responsible for the important day-to-day operations of a college, therefore, organizational strategies such as employee empowerment that encourage initiatives and innovative behaviors among them may become crucial to the long-term survival of today's HEIs. Organizational competitiveness is associated with positive work behaviors adopted by employees who are empowered

Keeping this in mind, the IQAC of B. N. College organised a Online Training programme on '**Assuring and Ensuring Quality Performance : Persona Enhancement and Professional Etiquettes'** for non-teaching support staff in collaboration with Skilfinity, Guwahati.

Topic discussed:

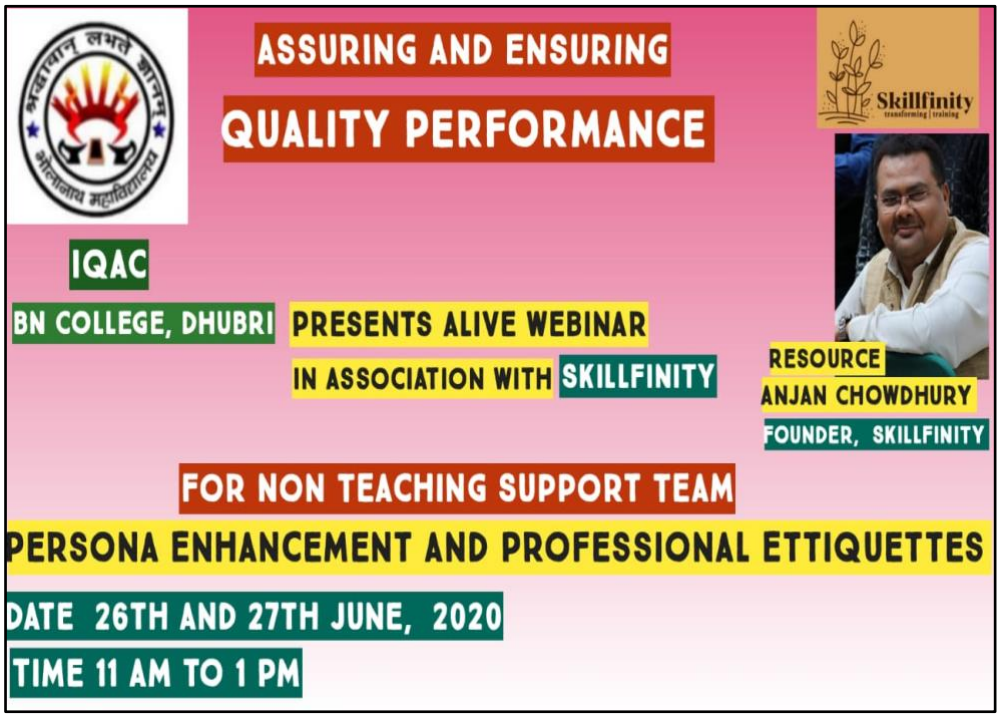
During these 4 hours (2 hours each day), the resource person discussed various techniques and skills of non-teaching office staff. He highlighted the necessity of effective listening and its various components. He discussed various types of Ego, office

etiquette, various skills like Administrative skill, ICT skills, leadership skills, etc. He also emphasised the importance of verbal and non-verbal communications techniques.

Expected Outcome:

- Better personified staff would evolve.
- Better office decorum would be initiated.
- Healthy relationship among office staff with other stakeholders can be envisaged.

Few Snap Shot



ASSURING AND ENSURING
QUALITY PERFORMANCE
IQAC
PRESENTS A LIVE WEBINAR
FOR NON TEACHING SUPPORT TEAM
PERSONA ENHANCEMENT AND PROFESSIONAL ETTIQUETTES
DATE 26TH AND 27TH JUNE, 2020
TIME 11 AM TO 1 PM
ANJAN CHOWDHURY
Samsung Quad Camera
Shot with my Galaxy A51

Samsung Quad Camera
Shot with my Galaxy A51