



REPORT

SOFT SKILLS TRAINING PROGRAM (2017-18)

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Day 1: Bidholi Campus

UPES & DALE CARNEGIE TRAINING INDIA

UPES believes that its biggest assets are its students, who will fulfill the vision of being an institution of global standing in developing professionally competent talent, contributing to nation building.

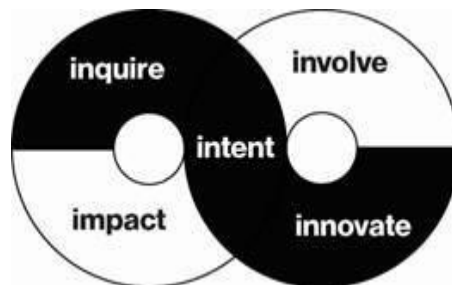
The Department of Humanities contributes to the UPES growth story by working as a strategic partner in aligning the students, as they enter college, with paving a strong foundation of employability skills for a successful future.

Dale Carnegie Training India has been collaborating with UPES as a strategic learning partner since January 2017. Our association with UPES has primarily been formed to augment the school-to-college transition with personality enhancement for all newly enrolled students. This association has garnered positive attention from both, students as well faculty members, on the 5 Drivers of Success: People Skills, Communication Skills, Leadership Skills, Self Confidence and Stress Management. Students observed an investment in their overall development and faculty members observed a stronger engagement with the university.

THE I-MAP PROCESS

The IMAP process is key to impacting goals. It encompasses five key components and begins with a strategic conversation on where you are today, where you want to be and what needs to change to get there. Using our IMAP process, a training intervention was designed to impact the selected learner group. Our scientific IMAP Training Need Analysis consists of the following approaches:

- ✓ Intent
- ✓ Inquire
- ✓ Involve
- ✓ Innovate
- ✓ Impact



INTENT

Organizations today, are keen to onboard 'employable' candidates without having to invest too much in making one corporate-ready. Potential employers are scouting for candidates who emerge as frontrunners in the areas of interpersonal skills, influencing abilities, problem-solving, decisionmaking etc.

Industry-oriented curricula certainly bring forth great blends of theory and real business world best practices. Yet, in order to be able to express, articulate, and coherently transfer their ideas onto their listeners, it requires students to cultivate their 'soft skills'.

UPES is cognizant of this necessity. While the students onboarded and oriented will receive requisite education, it is their soft skills that will require an overhaul or launchpad.

Therefore, the strategic learning vehicle of UPES, the Department of Humanities, focuses on enabling all students to evolve on a continuous basis.

INQUIRE & INVOLVE

In April 2019, the Performance Consulting Team of Dale Carnegie Training India and Faculty Members of UPES Humanities Department, met to determine the scope and competencies that were required to be developed at the Personality Enhancement Program with a strong focus on the finer aspects of Behavior skills, People skills and Presentation skills.

The learning needs' identification, analysis, design and implementation of this program was a result of observations from internal discussions, focus group discussions and feedback gathered from faculty members of the various disciplines.

Some of the questions asked were to understand:

- Profile of the students
- Outcomes they are responsible for
- Strengths and Challenges faced by students
- Expectations from the program

The following competencies and skills were identified to be impacted:

- Managing Self & Time
- Demonstrating Assertive Behavior



- Problem Solving Skills
- Working with Others
- Presentation Content & Delivery

Key Observations from the discussion:

Strengths of Students: Fair domain knowledge, technical expertise, some with corporate experience

Challenges of Students: Language barriers, articulation, lack of self-confidence, fear of public speaking, interpersonal skills

It emerged from discussions that UPES' learning priorities were to ensure that students will be able to:

- Expand their capacity to achieve their vision by committing to breakthroughs in behavior, specifically in prioritizing, problem solving and communication
- Integrate the fundamentals of team success by focusing on group dynamics
- Communicate and present information in a manner that allows them to follow a logical progression of ideas, and relate contextually to their audience
- Apply the concepts learned and commit to sustaining performance

Doing so would ensure that the students have transitioned comfortably from school to college and are ready to face real business world challenges.

The **Learner Groups** identified for this engagement were:

- Freshers moving from School to College
- Students from various baccalaureates and disciplines of :
 - **B.Com** LLB (Hons) with Specialization in Taxation Laws/Media & Entertainment law/ Legal Compliance & Secretarial Practice
 - **BA:** LL. B (Hons) with Specialization in Energy Law/ Criminal Law / Labor Law / Constitution Law
 - **BBA:** LL. B (Hons) with Specialization in Corporate Law/ International Trade & Investment Law / Banking, Finance & Insurance Laws
 - **MBA:** International Business Management, Business Analytics, Aviation Management, Energy Trading, Oil & Gas Management, Power Management, Marketing, Finance, HR, Logistics & Supply Chain Management, Oil & Gas Management
 - **B.Tech:**



- Chemical Engineering: Chemical Engineering (Refining & Petrochemicals),
- Mechanical Engineering: Mechanical Engineering, Automotive Design Engineering, Mechatronics Engineering
- Aerospace Engineering: Aerospace Engineering, Avionics Engineering
- Electrical & Electronics Engineering: Electrical Engineering, Electronics and Communication,
- Civil & Health Safety Engineering: Civil Engineering - Infrastructure Development, Fire and Safety Engineering
- Petroleum Engineering & Earth Sciences: Applied Petroleum Engineering (Upstream), Geo Informatics Engineering,

○ **M.Tech:**

- Chemical Engineering: Pipeline Engineering, Chemical Engineering
- Mechanical Engineering: Rotating Equipment
- Aerospace Engineering: Computational Fluid Dynamics
- Electrical & Electronics Engineering: Energy Systems, Renewable Energy Engineering, Automation & Robotics Engineering
- Civil & Health Safety Engineering: Health, Safety and Environmental Engineering with Disaster Management, Structural Engineering
- Petroleum Engineering & Earth Sciences: Petroleum Engineering

- Some with, most without work experience
- Possibly not experienced a formal Personality Enhancement Program
- Not experienced a Dale Carnegie Training in the past

INNOVATE

Based on the data received from the stakeholders and the overall intent, Dale Carnegie recommended a 3-day solution, with a focus on Behavior Skills, People Skills & Presentation Skills.

The objectives and key concepts of each module are outlined here:

Session No	Topic/Module	Objectives
1	Build a Foundation for Success	<ul style="list-style-type: none"> • Expand our capacity to achieve our vision by committing to breakthroughs • To identify and analyze behavioral skills required for real life situations



2	Increase Productivity through Time Management	<ul style="list-style-type: none"> • Gain an understanding of where our time is spent • Develop a mind-set to overcome time management obstacles and work more efficiently • Apply tools to plan, organize and manage our time
3	Improve Emotional Intelligence	<input type="checkbox"/> Deal with difficult conversations with diplomacy and tact
4	Problem Analysis, Problem Solving	<ul style="list-style-type: none"> • Identify processes to solve challenging problems • Apply decision making techniques to involve teams • Describe techniques for gaining input • Practice principles for controlling stress and worry in making decisions and solving problems
5	Communicating with People for Career Success	<input type="checkbox"/> Demonstrate a high level of cultural and social understanding and respect for the uniqueness of others
6	Project a Professional Image	<input type="checkbox"/> Demonstrate effective listening skills that strengthen relationships
7	Demonstrate the Planning Process and SelfAccountability	<input type="checkbox"/> Establish a positive first impression <input type="checkbox"/> Communicate with enhanced credibility <input type="checkbox"/> Develop rapport with the audience <input type="checkbox"/> Project professionalism and competence
8	Put Power Into Presentations	<input type="checkbox"/> Make the presentation more easily understood by the audience through visual management, Content and Delivery

Focus of Day 1: Developing a vision, improving productivity through time management, using emotional intelligence to disagree agreeably, manage stress, and demonstrate problem-solving and decision-making skills



Focus of Day 2: Demonstrate listening skills, respect for the uniqueness of others, establish congruence in presentations, plan presentations and communicate with credibility

Focus of Day 3: Demonstrate the competencies learned over the 3 day program through a 5-7 minute presentation

The learning journey was designed in the following manner:

- 3 Day Instructor-Led Program
- Convergence: Recap of the program in the first hour of Day 3 to focus on learning and application opportunity post the program

In order to facilitate a standard, highly contextual and curricula-relevant delivery, a trainer pool was created for this intervention and every trainer was well acquainted with the details of execution of the mandate.

IMPACT

An observable shift in the competencies was validated through an assessment by the Dale Carnegie Trainers.

1. DESIRED OUTCOMES

To evaluate the internalizing of competencies in the training room, it was unanimously decided to evaluate the students on a rubrics sheet consisting of a behaviorally anchored rating scale across the 3-Day program.

Each student was evaluated on a scale of 1 to 10 on the basis of their performance as well as attendance and tardiness. This score was further substantiated with comprehensive observation notes on the 3 broad areas and shared with the faculty members for all-encompassing coaching and development. The detailed capturing of observations allowed for timely and absolute NAAC compliance as all observations were compiled, documented and submitted within an hour of completion of the program.



2. IMPLEMENTATION



UPES
UNIVERSITY OF PETROLEUM & ENERGY STUDIES



Centre for Professional Communication

In association with



Presents

PERSONALITY ENHANCEMENT PROGRAMME PEP 2017

Schedule

Course	Dates
M. Tech	July 24-July 26
B. Tech(Non CIT)	July 27-July 29
B. Tech (CIT)	July 31-August 2
Other Programs	August 3-August 5

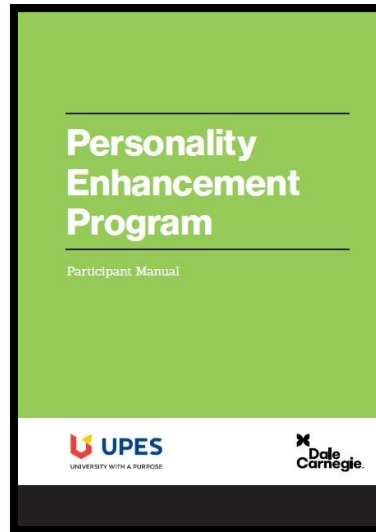
For Any Details Contact:
Control Room: 5005
or
CPC, First Floor, Block 1, Energy Acres



The program was facilitated across both the campuses of Kandoli and Bidholi.

PROGRAM MATERIAL

Program Handbook



Module 1
Behavioral Skills

At the completion of this module, participants will be able to

- Gain an understanding of where our time is spent
- Develop the mindset to overcome time management obstacles and work more efficiently
- Apply skills to plan, organize, and manage our time

Overview

We have probably all heard the phrase, "Time is money." There is a significant distinction that we need to keep in mind about this comparison. Time and money can both be either given or received, but time cannot be saved by putting some away for future use.

Time escapes measure by minute and hour by hour. Nothing we do will stop or reverse its clock or calendar. We all have the same amount of time, 1440 minutes per day. There are no shortcuts to managing ourselves more effectively. The key is to give our time to the most productive way, not only for the sake of the company but also for our own peace of mind.

In this module we will learn by discovering where our time goes spent. Having a clear picture of where time goes lost will give the best indications of where improvements can be made. We will involve specific tools and approaches that help people stay on target, reduce procrastination, and give insight on the areas over which we can take more control.

"Life is truly a blessing. What you give, you get."
- Dale Carnegie

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Today's Reality

Our definition of today's reality is, "Get more done, better, faster, with less!"
These factors to consider as we make decisions are time, cost, and quality.
These factors are in constant tension.

Current reality



NEXT STEPS

Post the success of this training engagement, some observations by the trainers of the programs were that the group could benefit from:

a. Deeper focus on People Skills

The students need to be able to demonstrate collaboration and better interpersonal skills.

b. Communication & Presentation Skills

Most students have great ideas, yet need support when it comes to articulating these ideas and being persuasive or getting a buy-in. They need to be assertive, structured and logical.

Recommendations:

To impact these development areas, it is recommended that we look at semester-wise learning interventions that reinforce better collaboration and interpersonal skills from the Dale Carnegie Walchand Plus Education portfolio.

Total students Participation: 3885

