



KG REDDY
College of Engineering
& Technology

Department of MBA

**Report of Certificate Course on Skill Development for
Effective Organisational Performance from
03-10-17 to 07-07-2017**


Course Coordinator


HOD


Principal

Principal
KG Reddy College of Engineering & Technology
Chilkur (V), Moinabad (M).
R.R. Dist., Telangana.

SUMMARY REPORT OF CERTIFICATE COURSE ON SKILL DEVELOPMENT FOR EFFECTIVE ORGANISATIONAL PERFORMANCE

About Course

The certificate course on skill development for effective organisational performance is concluded its work successfully by department of Master of Business Administration (MBA) at KG ready college of Engineering and technology (KGR CET), Hyderabad, Telangana. This course is a forum to bring together students to discuss and participate in skills required for effective organisational performance. Department has taken a new step for students to improve the quality of study through this course and become most wide scale , extensive, spectacular event in Master of Business Administration. The five days course was held in Seminar Hall of the department.

The motive of the course was to make the students aware of the forthcoming skills they need to have in order to thrive in a corporate world. This course is based on both theory and practical oriented course which is helped to student for making their carrier through various skills in industry. The students of both the years benefited from this course. More than 30 students have joined in this course as their own interest and completed this course.

Scope of the Course

Skills are important in any profession; various skills such as soft skills, interpersonal skills and social skills are important and integrated part of the business which contributes to effective organisational performance. Any professional who is equipped with the appropriate skills for business, will play a major role in the success of team and organisation – and most importantly, their own career success. Looking the current corporate scenario, it seems extremely needful to develop people and performance skills of management students.

This program aims to make management students competent enough to survive in the professional world. Students of– MBA got acquainted with the skill areas like Business Plan Development, Case Study Analysis, Personality Development, Group discussion, Interview Skills, Presentation and Public speaking skills, etc..

Objectives:

- To present the overview of the skills required for effective organisational performance.
- To teach the important concepts of business plan development, case studies etc.
- To enhance their interpersonal & communication skills
- To make them understand the important concepts like effective planning and time management.
- To inspire & motivate students to develop skills required for the industry



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Outcomes:

The students will be able to

- Learn business plan development
- Improve decision making and analytical skills
- Learn Time and stress management
- Learn soft skills for effective communication
- Learn critical thinking skills

Summary of Participants

- (a) Number of students attended this course: 30
(b) Number of students attended written exam: 30
(c) Number of students qualified the exam: 30

Day-1
(03-10-17)

Time:09:00 AM to 11:00 AM

Inauguration of certificate course

The first day of certificate course started with welcoming and opening ceremony at the KGR CET conference Hall. The following dignitaries were representatives of the certificate course who were addressed and pointed out the importance on course with short welcoming speeches.

Welcome addressed by K.B.Vanitha HOD, MBA , KGR CET
About the certificate course by resource person Dr.L.Srinivas Reddy
Interaction with students

The first day of the certificate course started with “Business Plan Development “by Dr. L. Srinivas Reddy He first explained the importance Planning. Step by step he covered all the concepts of business plan such as Business Description, Market Analysis, Organisational Management, Sales strategies, Funding requirements and Financial Projections. He made the students to understand that a business plan not only helps in gathering funds but also helps others to be organised and informed and have a strategy in place for your business. He emphasized that a goodbusiness plan not only helps entrepreneurs to focus on the specific steps necessary for them to make business ideas succeed, but it also helps them to achieve both their short-term and long-term objectives. At the end he concluded that these elements can help to build the business, in addition to showing lenders and potential backers that you have a clear idea of what you are doing.



Day 2: (4-10-2017)

Dr.SwarupaPelleti explained the importance of case study as a learning method. She presented an approach to cases that complements business concepts and theories. The purpose was to provide students with a starting point for analysis that aids the use of theories and frameworks and quantitative formulas, all of which are indispensable for reaching conclusions about a business case situation for those conclusions. According to speaker a case study analysis must not merely summarize the case. It should identify key issues and problems, outline and assess alternative courses of action, and draw appropriate conclusions. The case study analysis can be broken down into the following steps:

1. Identify the most important facts surrounding the case.
2. Identify the key issue or issues.
3. Specify alternative courses of action.
4. Evaluate each course of action.
5. Recommend the best course of action.

Students appreciated the workshop and were provided with two case studies to work on and to present in groups.

1. **Case study 1: IBM Corporate Service Corps**
2. **Case Study 2: Sustainability at Wal-Mart**



Day 3 (5-10-2017)

Dr.SwarupaPelleti delivered on “Communication skills and interpersonal skills” and “Academic language (English) skills”. The speaker mentioned that the crucial parts of communication skills are listening and attention. The speaker emphasized that good communication skills and interpersonal skills not only helps in career progression but also helps in building better rapport with peer and customers. At the end the speaker concluded that by teaching yourself how to communicate more effectively, you’ll interact in a more constructive and productive manner, making the workplace a positive and thriving environment. The session had a group activity where they were asked to discuss on the following ideas in groups. The ideas were i) What ails Indian Universities, ii) Freedom is not free, iii) English language is a skill today, iv) Why is quality education elusive. The participants discussed their views accordingly.



Day 4: (06-10-2017)

Dr.SwarupaPelleti delivered her talk on “Soft Skills for Personality Development”. She discussed on “Understanding Personality” and its various important aspects such as understanding own self, transactional analysis and etiquette. She threw the light on “Barriers of communication skills” and explained what the common barriers in communication are and how to overcome from that. This was followed by a discussion on The Self, one’s desires, dreams, passions and motivations. Students were told how important their dreams and desires are for developing the personality. It was stressed that they need to have a passion in life. Students were also given tips on how to increase their self-esteem. They were also encouraged to be optimistic and to have a positive approach about everything in life. Most importantly, it was emphasised that they should love themselves and never lose confidence.



Day 5 :(07-10-2017)

Dr.SwarupaPelleti started the session for “Thinking Skills & Critical Pedagogy”. According to her, critical thinking includes six categories: Knowledge, Comprehension, Application, Analysis, Synthesis, and Evaluation. The speaker emphasized that as we live in an age where we have more information at our fingertips than ever before and more opportunity to communicate with people across the globe. But how to we discern what information is correct, relevant and unbiased? How do we know when to accept what someone is saying, and when to question it? Her session was followed by activity of the participants. Copies of relevant newspaper editorials were distributed among participants in groups of 3 or 4 to analyze the editorials and share their views.





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KGRCET/MBA 2017-18/CERTIFICATE COURSE

Date: 01/10/2017

CIRCULAR

All the students of MBA Dept. are hereby informed that, we are organising a 5 dayCertificate Course on Skill Development for Effective Organisational Performance from 03-10-17 to 07-07-2017 at dept. seminar hall.


HOD


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Chikur (V), Moinabad (M).
R.R.Dist., Telangana.

KG REDDY COLLEGE OF ENGINEERING & TECHNOLOGY

Chilkur (Vill) Moinabad (Mdl) R RDist

DEPARTMENT OF MASTER OF BUSINESS ADMINISTRATION

**Certificate Course on Skill Development for Effective Organisational
Performance
SCHEDULE**

Day	Date	Timings	Topic name
1	03-10-17	09:00 to 11:00	What is a Business Plan?
		11:10 to 01:00	Executive Summary of Business Plan
		01:45 to 02:50	Industry Overview & Marketing Strategy
		02:50 to 04:15	Operational Plan & Financial Plan
2	04-10-17	9:00 to 11:00	Need & Importance Of Case Study
		11:10 to 01:00	Case study 1: IBM Corporate Service Corps
		01:45 to 02:50	Case Study 2: Sustainability at Wal-Mart
		02:50 to 04:15	Discussion on Both Case Studies
3	05-10-17	09:00 to 11:00	Importance Of Communication & Interpersonal Skills
		11:10 to 01:00	Understanding Own Self & Transactional Analysis
		01:45 to 02:50	Barriers of Communication Skills.
		02:50 to 04:15	Interview Etiquettes
4	06-10-17	09:00 to 11:00	Soft Skills for Personality Development
		11:10 to 01:00	Time & Stress Management
		01:45 to 02:50	Presentation Skills
		02:50 to 04:15	Gender Sensitivity
5	07-10-17	09:00 to 11:00	Strategic & Critical Thinking
		11:10 to 01:00	Judgment & Decision Making
		01:45 to 02:50	
		02:50 to 04:15	OBJECTIVE Test and Certificate distribution

**KG REDDY**College of Engineering
& Technology**CERTIFICATE COURSE ON
SKILL DEVELOPMENT FOR EFFECTIVE ORGANISATIONAL PERFORMANCE**

DATE: 03/10/2017

S.NO.	ROLL NO.	NAME	SIGNATURE
1	17QMIE0032	P. Manisha	M+
2	17QMIE0012	B. Bhavana	Bl
3	17QMIE0047	G. Naveena	Guen
4	17QMIE0057	K. Nidhi	nidhi
5	17QMIE0030	N. Anusha	An
6	17QMIE0046	G. Mounika	Mounika
7	17QMIE0045	E. Vaishali	vaishali
8	17QMIE0034	P. Pallavi Reddy	Pallavi
9	17QMIE0025	M. Lohani	M
10	17QMIE0024	Manasa Reddy	Manasa
11	17QMIE0023	John Smith	John
12	17QMIE0005	A. Harish Kumar	Harish
13	17QMIE0006	ANITHA.G.	Anitha
14	16QMIE0007	B. Nithya	B.S.
15	16QMIE0009	N. Prabhanda	Prab.
16	16QMIE0020	K. Kavya	K.K.
17	16QMIE0043	Amreen T.	Amreen
18	16QMIE0029	K. Javanya	K.Ja
19	17QMIE0055	Seemanya Sahu	Seemanya
20	17QMIE0048	Jyothi.S.	J.S.
21	17QMIE0026	Dr. Prathima	Prat
22	17QMIE0042	Veishuakarma Savathi	Veishu
23	16QMIE0041	K. SUNIL	K.S.
24	16QMIE0000	V. Ramya	V.Ram
25	16QMIE0006	Rajalapally Hemalatha	Hemal
26	17QMIE0033	Sona Mehera	Sona
27	17QMIE0028	M. Jayeem	Mn
28	17QMIE0018	J. Ambika	Jan
29	16QMIE0014	M. Aslam	Man
30	16QMIE0004	R. Priyanka	R.P.

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DATE: 04/10/2017

S.NO.	ROLL NO.	NAME	SIGNATURE
1	170MIE0002	A. Shanthi	
2	170MIE00040	Sarita	
3	170MIE0009	Shailaja	
4	170MIE0032	P. manisha	
5	170MIE0012	B. Bhavana	
6	170MIE0047	G. Naveena	
7	170MIE0057	K. Nidhi	
8	170MIE0030	N. Anusha	
9	170MIE0046	G. Mounika	
10	170MIE0024	Monasa peddy	
11	170MIE0023	John Samuel	
12	170MIE0005	A. Harish Kumar	
13	170MIE0006	ANITHA.G.	
14	160MIE0007	B. Purnima	
15	160MIE0009	N. Prabhanda	
16	160MIE0020	K. Kavya	
17	160MIE0043	Ameena.T.	
18	160MIE0029	K. Lavanya	
19	170MIE0055	Sakanya Sahu	
20	170MIE0048	Jyothi.S.	
21	170MIE0026	H. Prathima	
22	170MIE0042	Vedhukuma Swati	
23	160MIE0041	K. SUNIL	
24	160MIE0001	V. Ranjeet	
25	160MIE0017	Rayalapally Hemalatha	
26	170MIE0033	Soma Shekhar	
27	170MIE0028	M. Nazeem	
28	170MIE0015	J. Ambika	
29	160MIE0034	M. Aslan	
30	160MIE0001	R. Piyanka	

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S.NO.	ROLL NO.	NAME	SIGNATURE
1	17QMI00002	A. Shanthi	Shanthi
2	17QMI000040	Sasita	Sasita
3	17QMI00009	Shailaja	Shailaja
4	17QMI00032	P. Manisha	Manisha
5	17QMI00047	G. Naveena	Naveena
6	17QMI00057	K. Nidhi	Nidhi
7	17QMI00025	M. Lahari	Lahari
8	17QMI00034	Pallavi Reddy	Pallavi
9	17QMI00030	N. Anusha	Anusha
10	17QMI00046	G. Houdika	Houdika
11	17QMI00024	Manasa Reddy	Manasa
12	17QMI00005	A. Harish Kumar	Harish
13	17QMI00006	ANITHA. G.	Anitha
14	16QMI00007	B. Nupriya	Nupriya
15	16QMI00009	N. Prabhanda	Prabha
16	16QMI00020	K. Kavya	Kavya
17	16QMI00043	Amreen T.	Amreen
18	16QMI00029	K. Lavanya	Lavanya
19	17QMI00055	Shikhar Sahi	Shikhar
20	17QMI00048	Jyoti S.	Jyoti
21	17QMI00026	Il. Prathima	Prathima
22	17QMI00042	Uthayakumar Swathi	Swathi
23	16QMI00041	K. SUNIL	Sunil
24	16QMI00007	V. Ranjith	Ranjith
25	16QMI00001	Rajalapally Hemalatha	Hemalatha
26	17QMI00033	Soma Shekhari	Shekhari
27	17QMI00028	M. Nayeem	Nayeem
28	17QMI00018	J. Ambika	Ambika
29	16QMI00014	M. Anwar	Anwar
30	16QMI00004	R. Priyanka	Priyanka

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**KG REDDY**College of Engineering
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DATE: 06/10/2017

S.NO.	ROLL NO.	NAME	SIGNATURE
1	17QMIE0032	P. manisha	P. Manisha
2	17QMIE0012	B. Bhavana	Bhavya
3	17QMIE0029	Priyanka	Priyanka
4	17QMIE0047	G. Naveena	G. Naveena
5	17QMIE0057	K. Nidhi	Nidhi
6	17QMIE0025	M. Lahari	M. Lahari
7	17QMIE0022	M. Annapurna	M. Annapurna
8	17QMIE0030	N. Anusha	N. Anusha
9	17QMIE0046	G. Mounika	G. Mounika
10	17QMIE0024	Manasa Reddy	Manasa Reddy
11	17QMIE0023	John samuel	John samuel
12	17QMIE0005	A. Harish Kumar	A. Harish Kumar
13	17QMIE0006	ANITHA-G.	Anitha-G.
14	16QMIE0007	B. Supriya	B. Supriya
15	16QMIE0009	N. Prabhanda	N. Prabhanda
16	16QMIE0020	K. Kavya	K. Kavya
17	16QMIE0043	Ameen. T.	Ameen. T.
18	16QMIE0029	K. Lavanya	K. Lavanya
19	17QMIE0055	Sukanya Dahi	Sukanya Dahi
20	17QMIE0048	Jyothi. S.	Jyothi. S.
21	17QMIE0026	H. Prathima	H. Prathima
22	17QMIE0042	Ushwakama Sreathi	Ushwakama Sreathi
23	16QMIE0041	K. SONIL	K. SONIL
24	16QMIE0007	V. Ranjya	V. Ranjya
25	16QMIE0007	Rajalapally Hemalatha	Rajalapally Hemalatha
26	17QMIE0033	Smita Bhaskar	Smita Bhaskar
27	17QMIE0025	M. Naveen	M. Naveen
28	17QMIE0018	S. Ambica	S. Ambica
29	16QMIE0014	M. Akram	M. Akram
30	16QMIE0004	R. Priyanka	R. Priyanka

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S.NO.	ROLL NO.	NAME	SIGNATURE
1	17QMIE0009	Shailaja	Shailaja
2	17QMIE0002	Shanthi	Shanthi
3	17QMIE0000	Saxita	Saxita
4	17QMIE0032	P. monisha	P. monisha
5	17QMIE0047	G. Naveena	G. Naveena
6	17QMIE0057	K. Nidhi	K. Nidhi
7	17QMIE0024	M. Manasa Reddy	M. Manasa Reddy
8	17QMIE0023	John Samuel	John Samuel
9	17QMIE0025	M. Lahari	M. Lahari
10	17QMIE0022	M. Annapurna	M. Annapurna
11	17QMIE0030	N. Anusha	N. Anusha
12	17QMIE0005	A. Aalish Kumar	A. Aalish Kumar
13	17QMIE0006	ANITHA.G.	ANITHA.G.
14	16QMIE0007	B. Uppiya	B. Uppiya
15	16QMIE0009	N. Prabhandu	N. Prabhandu
16	16QMIE0010	K. Kavya	K. Kavya
17	16QMIE0043	Ameen	Ameen
18	16QMIE0029	K. Lavanya	K. Lavanya
19	17QMIE0055	Deekanya Salu	Deekanya Salu
20	17QMIE0048	Tyothi S.	Tyothi S.
21	17QMIE0026	El. Prothima	El. Prothima
22	17QMIE0042	Vishwakarma Swathi	Vishwakarma Swathi
23	16QMIE0041	K. SONIL	K. SONIL
24	16QMIE0001	V. Ranjan	V. Ranjan
25	16QMIE0017	Royalapally Hemalatha	Royalapally Hemalatha
26	17QMIE0033	Shruti Shekhar	Shruti Shekhar
27	17QMIE0028	M. Vayeen	M. Vayeen
28	17QMIE0018	J. Ambika	J. Ambika
29	16QMIE0014	M. Aslam	M. Aslam
30	16QMIE0004	R. Priyanka	R. Priyanka

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**CERTIFICATE COURSE ON SKILL DEVELOPMENT FOR EFFECTIVE
ORGANISATIONAL PERFORMANCE**

MULTIPLE CHOICE QUESTIONS

Max Marks: 25

HT No: 179M1E0022

1. _____ a formal statement of a set of business goals, the reasons why they are believed attainable, and the plan for reaching those goals. It may also contain background information about the organization or team attempting to reach those goals. (a)
(a) Business Plan (b) Marketing Plan (c) Operational plan (d) none
2. Number of Employees, annual sales figures, key product lines, location of facilities, current stage of development (start-ups), corporate structure, etc. are parts of: (a)
(a) Operational Plan (b) Marketing Plan (c) Tactical Plan (d) Background Information
3. A. _____ plan is a written document that details the necessary actions to achieve one or more marketing objectives. It can be for a product or service, a brand, or a product line. It covers between one and five years (a)
(a) Financial (b) Operational (c) Marketing (d) Strategic
4. _____ is working for one's self rather than for another person or company. In other sense, it is, earning one's livelihood directly from one's own trade or business rather than as an employee of another. (b)
(a) Autonomous (b) Self-employment (c) Free Labour (d) Bonded Labour
5. Pricing, demand management, distribution, and promotion and brand development are part of:
(c) (a) Financial plan (2) Operational Plan (c) Marketing plan 9 (d) Tactical Plan
6. Systems needed, security and privacy requirements, hardware requirements, off-the-shelf software needed, and custom development requirements are part of (a)
(a) ICT Plan (b) Manufacturing Plan (c) Intellectual Property Plan (d) None
7. List of roles, management structure, head count approval, job descriptions, number of employees, proposed compensation, and availability are part of: (c)
(a) Organisational learning plan (b) Training Requirements (c) Staffing (d) All
8. The _____ plan discusses what lesson will be learned from the marketing, operational, and finance plans and how those lessons will be consolidated to gain strategic advantage (a)
(a) Marketing (b) Organisational Learning (c) Operational (d) Strategic
9. Many experts believe only . . . % of all people is fit to run their own businesses. (c)
(a) 40% (b) 30% (c) 20% (d) 10%

10. Which of the following is not an entrenched cultural value that might impede strategic planning?

- (d) (a) Stability (b) International Orientation (c) Proactive Behaviour (d) Compartmentalisation

11. Leadership roles first emerge in which of the following kinds of communication (b)

- (a) Interpersonal communication (b) face-to-face communication (c) group communication (d) All

12. To communicate easily and effectively with your readers, how many number of principles of communication are applied (b) (a) 9 (b) 7 (c) 11 (d) 6

13. AIDA plan stands for (a)

- (a) Attention, Interest, Desire, Action
(B) Authority, Interest, Disclose, Action
(C) Accuracy, Internal Diction, Action
(D) Attention Action, Interest, Desire, Authority

14. Another name for interpersonal communication is: (c)

- (a) mass communication
(b) face to face public communication
(c) dyadic communication
(d) virtual reality

15. The _____ is a person who transmits the message. (c)

- (a) Receiver (b) Divider (c) Sender (c) Cleaner

16. _____ is a person who notices and decodes & attaches some meaning to message. (a)

- (a) Receiver (b) Driver (c) Sender (c) Cleaner

17. The Response to a sender's message is called _____ (a)

- (a) Food Bank (b) Feedback (c) Food (d) back

18. Our dress code is an example of _____ communication (b)

- (a) Verbal (b) Nonverbal (c) Written (d) Spoken

19. _____ Communication includes tone of voice, Body language & facial Expression. (a)

- (a) Nonverbal (b) Verbal (c) Letter (d) Notice

20. Letter, E-mail, Telephone are example of _____ (c)

- (a) Message (b) Feedback (c) Channel (d) Encoding

21. During Interview make sure you do this with each person in the person. (a)

- (a) Make Eye Contact (b) Tell a joke (c) Give Handshake (d) All

22. Always ask for _____ from each person who interviews you.

(a) A Business card (b) Personal feedback (c) Professional feedback (d) a reference

23. You should always arrive at least _____ minutes early for an interview. (A)

(a) 5 (b) 10 (c) 15 (d) 30

24. A more formal or conservative work environment usually requires which types of clothing (d)

(a) Uniforms (b) Street wear (c) Business Casual Attire (d) Business Attire

25. This part of resume explains how your skills & experience would benefit you in the job/college that you are applying for. (a)

(a) Objective (b) Experience (c) Skills (d) Heading



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CERTIFICATE

Name: N ANUSHA

Registration No: 17QM1E0030

has successfully completed the prescribed requirements for the award of certificate course on **"Skill development for effective organization performance"** conducted by Department of Master of Business Administration held in month of October from 03/10/2017 to 07/10/2017 in the academic year 2017-2018.

Date: 17/10/2017

Course Coordinator



PRINCIPAL
Principal

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Chilkur (V), Mojnabad (M).
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KG REDDY

College of Engineering
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CERTIFICATE

Name: JYOTHI S.

Registration No: 17QM1E0048

has successfully completed the prescribed requirements for the award of certificate course on **"Skill development for effective organization performance"** conducted by Department of Master of Business Administration held in month of October from 03/10/2017 to 07/10/2017 in the academic year 2017-2018.

Date: 17/10/2017

Course Coordinator



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