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President

**Prin. Bhausaheb Jadhav**  
Exe - President

## Report

**Topic: "Effective Communication and collaboration skills or Non-Teaching Staff"**

**Speaker- Dr. Shamsuddin Tamboli, Vice Principal, MM Commerce College, Deccan Pune**

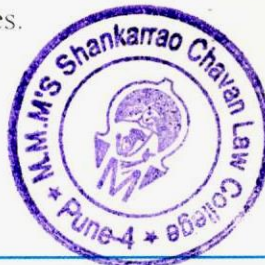
### Introduction

The role of non-teaching staff in educational institutions is instrumental in creating a conducive and efficient environment for teaching, learning, and administrative processes. This Faculty Development Program (FDP) aims to enhance the communication and collaboration skills of non-teaching staff members to better support the overall functioning of the institution. Effective communication and collaboration are key components in improving the workplace environment, student services, and administrative efficiency. It was conducted on 17-08-2019.

### Objectives

The primary objectives of this FDP are as follows:

- 1. Enhance Communication Skills:** Improve the ability of non-teaching staff to communicate clearly and effectively with colleagues, faculty, students, and parents.
- 2. Strengthen Interdepartmental Collaboration:** Foster collaboration among different departments and units within the institution to streamline processes and provide a more seamless experience for all stakeholders.
- 3. Customer Service Excellence:** Equip non-teaching staff with the skills to provide exemplary customer service, making the institution more inviting and responsive to the needs of students and their families.



4. **Conflict Resolution and Problem-Solving:** Develop problem-solving and conflict resolution skills to handle challenges and disagreements in a constructive manner.
5. **Technology Proficiency:** Enhance digital literacy and proficiency in using communication and collaboration tools, which have become crucial in the modern workplace.
6. **Empowerment and Empathy:** Encourage non-teaching staff to take ownership of their roles, understand the broader educational mission, and show empathy towards students and colleagues.

## Program Structure

The FDP program will encompass a series of workshops, seminars, and practical training sessions. These may include:

1. **Communication Workshops:** Enhancing verbal and written communication skills to facilitate effective interaction with all stakeholders.
2. **Interdepartmental Collaboration Sessions:** Promoting teamwork and collaboration among various units and departments.
3. **Customer Service Training:** Developing exceptional customer service skills for creating a welcoming and supportive atmosphere.
4. **Conflict Resolution and Problem-Solving Workshops:** Equipping participants with the skills to address conflicts and challenges professionally.
5. **Technology Training:** Enhancing digital literacy and competence in using communication and collaboration tools.
6. **Leadership and Empowerment Sessions:** Encouraging non-teaching staff to take ownership of their roles and understand their role in the larger educational context.

## Outcomes

The expected outcomes of this FDP include:

1. Improved communication skills, resulting in more effective and clear communication among non-teaching staff, faculty, students, and parents.



2. Enhanced collaboration and synergy among different departments, leading to more efficient administrative processes.
3. Elevated customer service standards that contribute to a positive institutional image and experience for all stakeholders.
4. Strengthened conflict resolution and problem-solving capabilities to handle challenges constructively.
5. Greater digital literacy and proficiency in using technology for communication and collaboration.
6. Empowered and empathetic non-teaching staff who take pride in their roles and contribute to the overall success of the institution.



## Conclusion

The "Effective Communication and Collaboration for Non-Teaching Staff" Faculty Development Program is designed to empower non-teaching staff with the skills and knowledge needed to excel in their roles and contribute to the overall success and positive environment of the educational institution. By enhancing communication and collaboration, non-teaching staff can better support the institution's mission and serve all stakeholders effectively.

  
Coordinator



  
Principal