



REPORT ON
Training on softskills-Business Etiquette
(Communication and Softskills)

11.01.25 & 08.02.25	Venue: Seminar Hall Conducted By : Center For Career Development Resource Person: Dr. Rashmi Shetty
Overview: As part of the employability and life skills training for 2nd Semester MBA students (Batch 2024–26), Dr. Rashmi Shetty conducted sessions on <i>Emotional Quotient (EQ)</i> . The focus was on developing students' emotional intelligence, enhancing self-awareness, managing interpersonal relationships, and fostering resilience, all of which are crucial for personal effectiveness and professional success.	
<u>Objectives :</u> • To create awareness about the importance of emotional quotient in career and personal growth. • To enable students to identify and manage their own emotions effectively. • To build skills for empathy, collaboration, and interpersonal communication. • To prepare students to handle stress, conflicts, and workplace challenges with emotional maturity. • To encourage self-reflection as a means of improving decision-making and leadership skills.	
<u>Agenda/Flow of the Event</u> • Introduction to EQ – Understanding the concept, components, and relevance in professional life. • Self-awareness Activities – Exercises for recognizing personal strengths, weaknesses, and emotional triggers. • Emotional Regulation Techniques – Strategies for managing stress, anger, and negative emotions. • Empathy and Interpersonal Skills – Role plays and discussions on understanding others' perspectives. • Practical Insights – Real-world examples of how emotional intelligence impacts workplace success. • Q&A Session – Students clarified doubts and shared personal experiences.	

- **Summary & Takeaways** – Recap of key lessons and strategies for application in academic and career contexts.

Learning Highlights:

- Students learned the importance of **self-regulation, motivation, empathy, and social skills**.
- Practical exercises helped them recognize how emotions influence decision-making.
- Role plays and reflective activities improved awareness of interpersonal communication.
- Students gained insights into how EQ contributes to **leadership and teamwork**.

Take away of the session :

The sessions witnessed active participation, with students engaging in group discussions, role plays, and personal reflection exercises. Many students shared their own experiences of handling emotions in academic and personal settings, which enriched the learning atmosphere..

Students expressed that the sessions improved their ability to understand and manage emotions, both in personal and professional contexts. They recognized that developing a strong emotional quotient is essential for leadership, conflict resolution, and long-term career success.

Photo:



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