

Short-Term Capacity Building Programme on Organizational Behaviour and Life Skills Leading to Better Worldliness

A six-day Short-Term Capacity Building Programme on Organizational Behaviour and Life Skills leading to Better Worldliness was organized by the Association of Indian Universities-Dayalbagh Educational Institute-Academic and Administrative Development Center (AIU-DEI-AADC) from February 26, 2024 to March 02, 2024. The main goal of this endeavour was to develop an awareness and understanding of Soft Skills or Life Skills that are the foundation of Organizational Behaviour and its ensuing success, thereby leading to Better Worldliness. Thirty-three participants from different locations (Uttar Pradesh, Madhya Pradesh, Andhra Pradesh, Punjab, Haryana, Jharkhand, and Rajasthan) attended the programme in a blended mode. The overall course content of the programme was completed by twelve resource persons into ten modules.

The inaugural function started with the Institute's prayer. Mr. Anoop Srivastava, Vice-President, Dayalbagh Ra Dha Sva Aa Mi Satsang Sabha, and Former Additional Director General (RPF) was the Inaugural Speaker. He advised the participants to be selective in their goals and focus on the *Umbra* while being aware of the *Penumbra*, an illustrative analogy, to reach their goals with continuous improvement, taking small consistent realistic steps, and blocking irrelevant distractions. Prof. V. B. Gupta, Vice-Chairman of the Advisory Committee on Education (ACE), Dayalbagh Educational Institutions highlighted several innovative recommendations that were made by ACE, which were implemented by DEI to achieve the highest levels of excellence with relevance. Prof. C. Patvardhan, the Director of the Dayalbagh Educational Institute (Deemed to be University), highlighted the importance of managing conflicts and the role of leadership in an organization to achieve better Worldliness, the ultimate goal of all organizations. Mrs. Sneh Bijlani, Treasurer of the Dayalbagh Educational Institute (Deemed to be University), also graced the inaugural ceremony with her presence. Ms. Shweta Prasad welcomed the guests and participants, and Ms. Punam Prakash, the convener of the program proposed the vote of thanks.

During the first day of the programme, Ms. Shweta Prasad, Leadership and Life coach, EQ Assessor, and Founding Partner of Asia Coaching Network delved into the *System of Emotional*

Intelligence, highlighting the interplay between emotions, individuals, and the organizations they create. Her presentation emphasized the critical role emotions play in driving people, and in turn, performance. Participants could analyze their feelings through an interesting study ‘The State of the Heart’ and understand the relationship between human well-being and healthy relationships. She continued the discussion on day three.

In the subsequent session, Ms. Gazal Mathur, Consultant, JP Morgan Chase, Training Adviser, EVOLV, NIIT, Delhi Consultant, Hero Mindmine, Mumbai, shared valuable insights on *Developing a Positive Mindset*. Through live studies and recent research, she explained how one can develop a growth mindset through life. With individual growth, the organization can benefit from having the optimum mindset.

Mr. Swami S. Prasad Satyavolu, Managing Director- Industry X Accenture USA, on the second day of the event, gave an enlightening presentation on *Leading Large Global Teams: Eliminating Bias and Embracing Values of Respect, Trust, Collaboration, and Influence*. As the title suggests, his presentation emphasized the importance of trust and mutual respect, and how bias can hinder organizational functions. Very interesting clips from leading Western CEOs were presented to show the values of successful organizations.

Additionally, Prof. Shalini Nigam, Professor Emeritus, Dept. of Management, DEI talked about *Adaptability Skills for the Workplace*. She shared real-life examples of how adapting to change is crucial for survival. She engaged the participants in meaningful activities such as the Deserted Island simulation, that illustrated values of trust, leadership, cooperation, and co-ordination which are important for adapting to challenging situations at a personal level as well as at the organizational level.

Lastly, Ms. Punam Prakash presented *Communication in the Workplace, Golden Mean, and its relevance in soft skills, related to organizational behaviour*. Her presentation summarized the role of the Golden Mean Theory, espoused by ancient Greek philosophers, in critical areas of life skills, such as communication, emotional intelligence, and leadership. Understanding and practicing this concept is the way to harmony and balance that can create a healthy and successful organization.

Dr. Purnima Bhatnagar, Assistant Professor, Dept. of Management, DEI shared insights on *CSR and Sustainability for a Better World*, on the third day of the programme. She enlightened

participants on the Companies Act, the provisions for CSR in India, and Schedule VII, wherein the various domains of Corporate Social Responsibility are clearly defined. The Dayalbagh Educational Institute was highlighted as an exemplary model for the world, showcasing CSR initiatives close to us all.

On the following day, Prof. Sumita Srivastava, Professor, Dept. of Management, DEI shared her views on *Managing Conflicts in an Organization*. She elaborated on the role of conflict in an organization. She showed how conflict is unavoidable but should be kept at a level where it is productive rather than dysfunctional, thereby increasing group performance. There are ways to handle conflicts, such as collaborating, compromising, and sometimes, even accommodating or avoiding negative situations.

Further, Dr. Viren P. Singh, Asia Coaching Network, Gurgaon, Advisor. Executive Coach-Mentor, PCC ICF, Advisor- Pune University, discussed *The Role of Leadership and Ethics in Organizational Behaviour*. He explained the role of leadership through the five-bucket analogy..., model the way, inspire a shared vision, Challenges the process, enable others to act, and encourage the heart, each one synonymous with desirable leadership traits.

On day five, Dr. Ajit Kumar Nigam, Director of Operations Distinct Horizon, and WhiteSwan Consulting Group, delivered a very interesting presentation on *CSR and its Connection to a Successful Organization*, enumerating organizations' triple Ps- People, Planet, and Profit motive. He also gave a detailed account of the various sectors of Corporate Social Responsibility and the sector-wise expenditures in the last 4 years.

In the next session of the day, Mr. Kaushal Kodesia, Executive Director- Railways, KEC International Ltd. discussed *Navigating Challenges in an Organization*. Mr. Kodesia elaborated on the challenges in an organization, describing his own experiences in the Goenka group, where the commitment of employees was powered by passion and driven by ethics. Through interesting data, he showed the success of his organization in establishing heavy infrastructure in the domain of railways, metro, etc. He explained the concept of CEO as an equation between customer, employee, and owner.

Lastly, Ms. Priya Jayant, Education Director, White Swan Consulting Group, Career Guidance Counsellor, Mumbai University gave a presentation on the *Consensus Building (NGT, Delphi*

Method). She described the 5-step approach to consensus building. The importance of transparency and communication, the participation of the community, and choosing the best design are critical for building consensus in any organization.

On the last day of the programme, Dr. Anjali Nigam, CEO of Whiteswan Consulting Group, and Advisor, TERN Group, London, and Dr. Ajit K. Nigam talked about *Gender Sensitisation in an Organisation, Women's Empowerment & Multi-Cultural Collaboration POSH*. They used the blue ocean strategy, eliminate, reduce, raise, and create to solve problems. With live case studies, awareness was created of gender issues and bias. Solutions were generated to build the foundation of a healthy organization.

Finally, a highly interactive and engaging session was delivered by Mr. Mohit Taneja, Director, Fresenius Kabi, Oncology Ltd. IIMA, Corporate Trainer, *Holistic Interpersonal Effectiveness in the Workplace*, demonstrating actively the importance of trust, teamwork, and healthy verbal and non-verbal communication through role-plays and games.

In the concluding session, the convener of the program, Ms. Punam Prakash, presented a brief report. Feedback has been collected regarding the workshop and its relevance to Better Worldliness, and participants were asked to identify key takeaways. The comments have been very heartwarming, and the ratings are in the range of excellent, very good, and strongly agree in all areas. A gesture of gratitude was extended to the DEI administration, AIU team, organizing committee members, technical staff, and students for their seamless teamwork. Certificates were given to each participant and the members of the organizing committee by the convener Ms. Punam Prakash and Prof. Jyoti Gogia, the Nodal Officer, AIU-DEI-AADC. The 6-day workshop closed on a very positive note, with a prayer and pledge by all participants, organizers, and guests: *Iti shakti hame dena Data....*