



AIU-DEI-AADC



Report on Short-Term Capacity Building

Programme on

Organizational Behaviour and Life

Skills leading to Better Worldliness

February 26, 2024 to March 02, 2024

Executive Summary

The Association of Indian Universities-Dayalbagh Educational Institute-Academic and Administrative Development Center (AIU-DEI-AADC) organized a Short-Term Capacity Building Programme on *Organizational Behaviour and Life Skills leading to Better Worldliness* in association with ICT Continuing Education Center Dayalbagh Educational Institute.

Life skills are essential competencies that aid individuals in navigating their lives and attaining enhanced social integration. These skills are often overlooked in formal educational mandates. Effective interaction, communication, and collaboration are crucial for the success of an organization. Through the analysis and comprehension of these criteria, individuals can utilize *organizational behaviour* to enhance the productivity and efficiency of the workplace. Life skills encompass various advantageous aspects of our lives, such as our values and ethics, the development of emotional intelligence and self-confidence, and the enhancement of critical thinking, problem-solving, and decision-making skills, leading to *Better Worldliness*. Therefore, 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.

Resource Persons

Dr. VP Singh

Asia Coaching Network, Gurgaon
Advisor, Executive Coach-Mentor, PCC ICF,
Advisor- Pune University



Dr. Ajit Nigam

Director, Operations Distinct Horizon,
Director, WhiteSwan Consulting Group



Dr. Anjali Nigam

CEO, Whiteswan Consulting Group,
Advisor, TERN Group, London



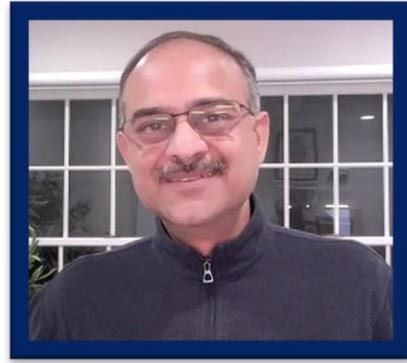
Mr. Kaushal Kodesia

Executive Director- Railways, KEC International Ltd.



Mr. Swami S Prasad Satyavolu

Managing Director- Industry X Accenture USA



Mr. Mohit Taneja

Director, Fresenius Kabi, Oncology Ltd. IIMA,
Corporate Trainer



Ms. Priya Jayant

Education Director, White Swan Consulting Group
Career Guidance Counsellor, Mumbai University



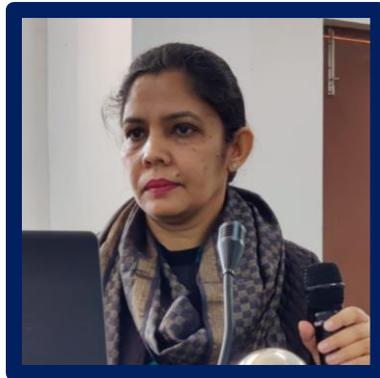
Ms. Gazal Mathur

Consultant, JP Morgan Chase, Training Adviser, EVOLV, NIIT, Delhi Consultant, Hero Mindmine, Mumbai



Ms. Shweta Prasad

Leadership and Life coach, EQ Assessor, Founding Partner, Asia Coaching Network



Prof. Shalini Nigam

Professor Emeritus, Dept. of Management, DEI



Prof. Sumita Srivastava
Professor, Dept. of Management, DEI



Dr. Purnima Bhatnagar
Assistant Professor, Dept. of Management, DEI



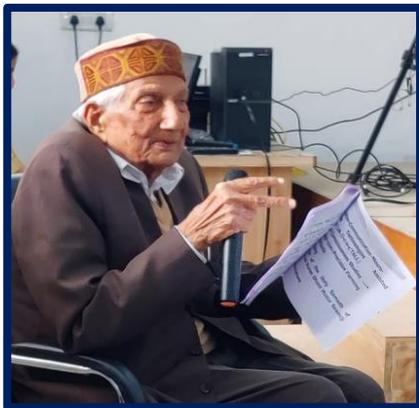
Programme Schedule

Date and Time	Topic/Module	Resource Persons	Affiliations	Chairperson/ Moderator/ Rapporteur
26/02/24 INAUGURAL (10:30 AM- 11:15 AM)	How Integration of Life Skills with OB Leads to Better Worldliness - <i>Inaugural talk</i>	Dr. Anoop Srivastava	Former Additional Director General (RPF)	Ms. Shweta Prasad
11:15 AM- 11:25 AM	The Unique Features of DEI	Prof. V.B. Gupta	Head, Distance Education DEI	
11:25 AM- 11:30 AM	Role of Leadership for Better Worldliness	Prof. C. Patvardhan	Director, DEI	
TEA BREAK				
11:50 AM- 1:00 PM	The System of Emotional Intelligence	Ms. Shweta Prasad	Leadership and Life Coach, EQ Assessor, Founding Partner, Asia Coaching Network	Dr. Ashima Srivastava
LUNCH BREAK				
1:15 PM- 3:00 PM	Developing a Positive Mindset	Ms. Gazal Mathur	Consultant, JP Morgan Chase, Training Adviser, EVOLV, NIIT, Delhi Consultant, Hero Mindmine, Mumbai	Ms. Punam Prakash
27-02-24 9:30 AM- 11:30 AM	Leading Large Global Teams: Eliminating Bias and Embracing Values of Respect, Trust, Collaboration, and Influence	Mr. Swami S. Prasad Satyavolu	Managing Director- Industry X Accenture USA	Prof. Poornima Jain
TEA BREAK				
12:00 PM-2:00 PM	Adaptability Skills for the Workplace	Prof. Shalini Nigam	Professor, Dept. of Management, DEI	Ms. Punam Prakash
LUNCH BREAK				
2:15 PM-3:00 PM	Communication in the Workplace, Golden Mean and its relevance in soft skills related to Organizational Behaviour	Ms. Punam Prakash	Administrator, ICT Continuing Education Center DEI	Dr. Purnima Bhatnagar
28-02-24 10:30 AM- 12:30 PM	CSR and Sustainability for a Better World	Dr. Purnima Bhatnagar	Assistant Professor, Dept. of Management, DEI	Mr. Apoorva Singh
LUNCH BREAK				
1:00 PM- 3:00 PM	The System of EI (contd.)	Ms. Shweta Prasad	Leadership and Life Coach, EQ Assessor, Founding Partner, Asia Coaching Network	Dr. Ashima Srivastava

29-02-24 10:30 AM- 12:00 PM	Managing Conflicts in an Organization	Prof. Sumita Srivastava	Professor, Dept. of Management, DEI	Ms. S. Raj Kumari
LUNCH BREAK				
12:30 PM- 3:30 PM	The Role of Leadership and Ethics in OB	Dr. Virendra. P. Singh	Asia Coaching Network, Gurgaon, Executive Coach-Mentor, PCC ICF, Advisor-KN Modi University, UP-Rajasthan	Dr. Ashima Srivastava and Shweta Prasad
01-03-24 10:00 AM- 11:30 AM	CSR and its Connection to a Successful Organization	Dr. Ajit Kumar Nigam	Additional Secretary to the Government of India, Adviser, UPSC for Various prestigious services selections in the country including Civil Services.	Ms. Punam Prakash
TEA BREAK				
12:00 PM- 1:30 PM	Navigating Challenges in an Organization	Mr. Kaushal Kodesia	Executive Director- Railways, KEC International Ltd.	Mr. Apoorva Singh
LUNCH BREAK				
1:45 PM- 3:15 PM	Consensus Building (NGT, Delphi Method)	Ms. Priya Jayant	Education Director, Whiteswan Consulting Group, Career Counsellor, Mumbai University, Wilson College and KC College.	Ms. Gazal Mathur
02-03-24 10:00 AM- 12:00 PM	Gender Sensitization in an Organization, Women's Empowerment & Multi- Cultural Collaboration- POSH	Dr. Anjali Nigam & Dr. Ajit K. Nigam	CEO, Whiteswan Consulting Group Advisor, Tern Group, London Director, Operations Distinct Horizon and Director WCG.	Ms. Priya Jayant
TEA BREAK				
12:15 PM- 2:30 PM	Holistic Interpersonal Effectiveness in the Workplace	Mr. Mohit Taneja	Director, Fresenius Kabi, Oncology Ltd. IIMA, Corporate Trainer	Mr. Apoorva Singh
LUNCH BREAK				
CLOSING CEREMONY				

Inaugural Ceremony

The inaugural of the program was organized on February 26, 2024. 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. Professor VB Gupta, Vice Chairman of the Advisory Committee on Education, 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. Sneha 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.

Programme Sessions

During the first day of the programme, Ms. Shweta Prasad delved into the System of Emotional Intelligence, highlighting the interplay between emotions, individuals, and the organizations they create. *“Emotions Drive People. People Drive Performance.”*

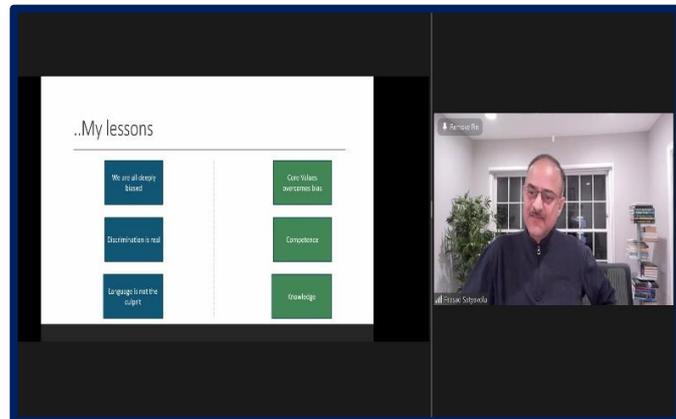


Her presentation emphasized the critical role emotions play in driving people, and in turn, performance. Participants could analyze their feelings through an interesting study ‘The State of the Heart’ and understand the relationship between human well-being and healthy relationships. She continued the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



In the subsequent session, Ms. Gazal Mathur shared valuable insights on *Developing a Positive Mindset*. She explained through live studies and recent research 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, 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 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 summarised 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 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 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.

A composite image showing a presentation slide on the left and a video feed of a man on the right. The slide is titled "5 Leadership Behaviour Buckets" and lists five categories with their respective sub-points:

Leadership Behaviour Bucket	Sub-points
Model the Way	• Clarify Values • Set the Example
Inspire a Shared Vision	• Envision the Future • Enlist Others
Challenge the Process	• Search for Opportunities • Experiment and Take Risks
Enable Others to Act	• Foster Collaboration • Strengthen Others
Encourage the Heart	• Recognize Contributions • Celebrate the Value and Victories

The video feed on the right shows a man with a white beard and glasses, identified as Dr. V. P. Singh, speaking from a room with a bookshelf in the background.

Further, Dr. Viren P. Singh discussed *The Role of Leadership and Ethics in Organizational Behaviour*. He explained the role of leadership through the five-bucket analogy..., model the

way, inspires a shared vision, Challenge the process, enable others to act, and encourage the heart, each one synonymous with desirable leadership traits.



On day five, Dr. Ajit Kumar Nigam delivered a very interesting presentation on *CSR and its Connection to a Successful Organization*, enumerating the triple Ps- People, Planet, and Profit motive of organizations. 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 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 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 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, an 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, *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.

The convener of the program, Ms. Punam Prakash, presented a brief report after the workshop. 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 rating is in the range of excellent, very good, and strongly agree in all areas.



Additionally, there have been accolades even from non-participant members of the community and organization regarding the impact of the workshop, as heard from friends and colleagues.

Certificates were awarded to all participants. A gesture of gratitude was extended to the DEI and AIU Advisors, organizing committee members, technical staff, and students for their seamless teamwork. The 6-day workshop closed on a very positive note, with a prayer and pledge by all participants, organizers, and guests: Itni shakti hame dena Data....



DEI Advisors

Prof. C. Patvardhan, Director, DEI
Mrs. Sneha Bijlani, Treasurer, DEI
Prof. Anand Mohan, Registrar, DEI

AIU Advisors

Dr. Pankaj Mittal, Secretary General, AIU
Dr. Amrendra Pani, Joint Director & Head, Research Division, AIU

Workshop Convener

Ms. Punam Prakash
Administrator, ICT Continuing
Education Centre, DEI

Organising Committee

Mr. Anoop Verma, Mentor-ICT Continuing Centre, DEI
Mr. Apoorva Singh, Mentor-ICT Continuing Centre, DEI
Ms. Ashima Sinha, Mentor-ICT Continuing Centre, DEI
Ms. Manoj Bal, Mentor-ICT Continuing Centre, DEI
Mr. Ramayanam S. Sharma, Mentor-ICT Continuing Centre, DEI
Ms. Rani Verma, Mentor-ICT Continuing Centre, DEI
Ms. Renu Kapur, Mentor-ICT Continuing Centre, DEI
Mr. Soami Saran, Mentor-ICT Continuing Centre, DEI
Ms. S.Rajkumari, Mentor-ICT Continuing Centre, DEI

AIU-DEI-AADC Nodal Officer

Prof. Jyoti Gogia
Department of Economics, DEI

