

NEW HORIZON QUALITY ASSESSMENT AND SKILL DEVELOPMENT CENTER

Organizes Workshop on

“Letter writing techniques with E-Mail Etiquette & MS-Excel”

For Non-Teaching Staff of NHEI on 22nd December 2017

Objectives: To enable the participants to:

- concentrate in their duty with all round fitness
- write various kinds of official letters
- apply the email etiquettes while sending the official letters
- achieve clarity and successful communication.
- learn to communicate with proper structure.
- learn to format the messages appropriately
- learn to write professionally and brand Broadcast emails
- learn to avoid senders regret by proof reading
- work with basic rules and regulations of MS- Excel

Resource Persons: Mr. S L Gangadhara Murthy and Ms. Sharmila J

After the welcome address by the Education Program Analyst of QASDC, Ms. Sudha Manjrekar, the participants settled down in the auditorium of the Library Block for an invigorating session of Yoga and meditation under the guidance of Professor Aravinda Kothiyar of the Electronics and Communication Department of NHCE, who had very kindly consented to lead the group to perform a few basic yoga exercises and meditation.

After feeling refreshed and rejuvenated, the participants were exposed to a 3 hour enlightening session on “Letter writing techniques and Email-Etiquette by our very own Mr. S L Gangadhara Murthy Training officer of the Training & Placement Department of NHCE. This second session of the workshop was held in the conference hall of the Training and Placement Department in the Chatrapathi Shivaji Block. Here Mr. Gangadhara Murthy took the participants through a series of slides and PowerPoint presentations, lectures and discussions to share the correct and the incorrect methods of letter writing, the basic features that business letters should contain, vocabulary that should be used in the contents of such letters and in the greeting salutations and conclusions. He also threw light on the language that must be avoided in e-mail communications and how emails should be precise, short, brief and to the point right from the subject line to the greeting and the signing off in an email.

It was a highly interactive and participative workshop where Mr. Murthy randomly distributed questions related to communication skills to each group of four participants who discussed it amongst the group and one member of the group shared it with the rest of the members, thus benefitting from one another's inputs and experiences. Each member was also given a handout on varied aspects of emailing and letter writing.

At the end of a three hour session, Ms. Sudha Manjrekar proposed a vote of thanks and the very enlightened participants dispersed for lunch after the very enriching experience, of this session, with Mr. Gangadhara Murthy.

The afternoon session was conducted by Ms. Sharmila J- Secretary to the HOD of the Mechanical Engineering department, at MCA computer Laboratory. She began the session by focusing on the roles and responsibilities of a secretary in various departments. She highlighted the significance of MS-Excel worksheet for the secretaries. She made all the participants to have hands on experience by giving certain sample questions and introducing them to few formulas which are commonly used for data analysis.

There were 39 participants in the workshop and feedback was collected from all the participants

Here are the feedback results (for Mr. S L Gangadhara Murthy):

Excellent	2.59
Very Good	8.14
Good	2.96
Fair	-
Poor	-

Here are the feedback results (for Ms. Sharmila J):

Excellent	1.36
Very Good	5.1
Good	5.1

Fair	-
Poor	-

With the above details QASDC tried to achieve the goals set for the workshop