

Welcomgroup Graduate School of Hotel Administration Manipal

FEEL Administrator 19 and 20 January 2006

A Project Completion Report



Conducted by

CLHRD

(Affiliated to Mangalore University and an ISO 9001:2000 certified institution)

College for Leadership and Human Resource Development

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Introduction

CLHRD, one of the units of AIM INSIGHTS, the HRD Group of Mangalore was commissioned by Welcomgroup Graduate School of Hotel Administration, Manipal to conduct a two day programme for the administrative staff of its institution.

The two day intervention was designed to clarify concepts on Goal Setting, Personal Effectiveness, Building Self-Esteem, Interpersonal Relations, Effective Criticism, Assuring Quality, Listening Skills and Social Skills.

A course end evaluation was conducted at the end of the day. CARAT (College for Action Research And Training) one of the units of AIM INSIGHTS has done the action research that has led to this Project Completion Report.

The Concept

'FEEL' is the brand name of the capsules of training programmes of AIM INSIGHTS, the HRD Group, Mangalore. 'FEEL Administrator' deals with several concepts that eventually lead to the sharpening of the intellect, socializing the individual, schooling the mind and self - regulating emotions.

'FEEL' programmes are aimed at an influence process by which the efficiency of the individual will increase. A participant who is unconscious of incompetence is guided to become conscience of incompetence. Once this is done, she or he is helped to consciously perform the competence. Subsequently, through practice the person exhibits the competence rather unconsciously without effort.

The Conduct

Ms. Anila, Faculty, College for Leadership and HRD conducted this developmental intervention. The resource materials were from the Intellectual Property Bank of AIM INSIGHTS. Participation for the participants was certified.

The participants were twenty seven in number. They were divided into two groups of fourteen and thirteen. One group went through the interventions in the morning while the second group went through the same in the afternoon. This was done so that work of the office does not get affected. The programme was from 09.30 am to 01.00 pm with a break of 15 minutes duration each for the participants who went through developmental intervention in the morning while it was from 02.00 pm to 05.00 pm for the second group with a break of 15 minutes duration for tea. Each group was divided into smaller groups according to the type of activity that was being conducted. The themes handled during the course of the programme were elaborated through short term interventions. Experiential learning was the methodology used.

The Research Results

Course End Evaluation

A Course End Evaluation was conducted through the administration of a questionnaire to all the participants. The questionnaire had three sections with five further areas in the first two sections and four options for each of the area to choose from.

The two sections were Course Functions, and Competencies of the Facilitator. Areas under course functions were the 'Concepts Discussed', 'Methodology Used', 'Materials Supplied', 'Time Schedule Designed' and the 'Whole Course'.

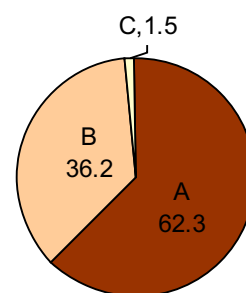
'Competencies of the Facilitator' had the areas of 'Knowledge of the subject matter', 'Motivating participants', 'Ability to keep the group lively', 'Language Used' and 'Skill to Manage Designed Time' under it. The options given to the participants to record their satisfaction were A-Excellent, B-Satisfactory, C-Not Satisfactory and D- Very Unsatisfactory.

The third section was an evaluation on a rating scale of *one to nine*, with one as '*Very Poor*' and nine as '*Excellent*' for the participants to record their satisfaction level by encircling the number of their choice.



A) Course Functions

	Excellent (A)	Satisfactory (B)	Not Satisfactory (C)	Very Unsatisfactory (D)
1. Concepts Discussed	70.4	29.6	-	-
2. Methodology Used	70.4	29.6	-	-
3. Materials Supplied	55.6	44.4	-	-
4. Time Schedule Designed	48.2	44.4	7.4	-
5. The Whole Course	66.7	33.3	-	-
Average	62.3	36.2	1.5	

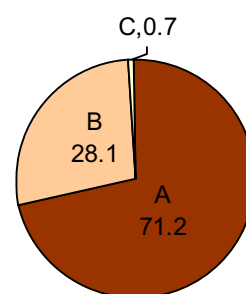


The 'Concepts Discussed' and The 'Methodology Used' for imparting the concepts' has been liked immensely by the participants as is seen from the chart above with 70.4% of the participants marking it 'Excellent'. This is followed by 'The Whole Course' which was considered 'Excellent' by 66.7%. 7.4% of the participants have expressed their opinion as 'Not Satisfactory' for the 'Time Schedule Designed'. This is because they were not happy with the short duration of the programme as has been suggested in the impressions collected.

On an average 62.3% of the participants rated the course functions 'Excellent', 36.2% of the participants rated them 'Satisfactory' and 1.5% of the participants opted for the rating of 'Not Satisfactory'.

B) Competencies of the Facilitator

	Excellent (A)	Satisfactory (B)	Not Satisfactory (C)	Very Unsatisfactory (D)
1. Knowledge of the Subject	70.4	29.6	-	-
2. Motivating Participants to Interact	66.7	29.6	3.7	-
3. Ability to Keep the Group Lively	70.4	29.6	-	-
4. Language Used	92.6	07.4	-	-
5. Skill to Manage Designed Time	55.6	44.4	-	-
Average	71.2	28.1	0.7	



Among the 'Competencies of the Facilitator' that were graded by the participants, 'Language Used' was appreciated the most by 92.6% of the participants by marking it 'Excellent'. 'Knowledge of the subject matter that gets discussed during the interactions' and 'Ability to Keep the Group Lively and involved in discussions' received 70.4% 'Excellent' rating.

On an average, 71.2% opined that the Competencies of the Facilitator were 'Excellent', 28.1% gave it a 'Satisfactory' rating and 0.7% opted for the 'Not Satisfactory' rating.

A small percentage of 1.5% of the participants on an average have expressed their dissatisfaction for two areas of the developmental intervention conducted. In view of the high rate of above 98% satisfaction level expressed by the participants, this is being ignored and hence no explanation is being provided.

C) Satisfaction Level in Percentage

Rating Scale	1	2	3	4	5	6	7	8	9	No Response	Total	Percentage
Day One	-	-	-	-	-	02	06	10	09	-	27	88.5
Day Two	-	-	-	-	-	03	06	06	12	-	27	88.9
											Average	88.7

The most striking feature of the programme as revealed by an analysis of the participants' responses after compiling the same is that on both the days the percentage of satisfaction level is above 88% which by itself is a very high level of satisfaction and also none of the participants have opted for the score of five and below on both the days of the programme.



FEELings

The programme provided to us is very useful and helpful to improve our quality.

Mr Raveendra R., Account Department

The programme is excellent because it contains our self-improvement. The materials supplied are very good. Nice way of teaching the subjects.

Mr Varadaraja Bhat G., Personnel Assistant

I gained a lot of knowledge from the course. I learned to have more patience, how to tackle situations like facing accusations, blames etc.

Ms Asha, Accounts Department

During the two days of the training programme I have got a lot of information regarding self improvement, behaving in an institution and society.

Ms Leelavathi, Accounts Department

Liked the way of teaching. Various relevant examples were given to impart the concept. Found it easier to understand the concept when we were shown it through practical sessions like constructing, drawing etc. Would have been much better if some sort of material in writing were provided along with the lecture. Most of the time I felt that our ideas were discouraged by the facilitator, but at the end of every topic understood the motivation behind that discouragement.

Ms Malini B., Stenographer, Vice-Principal's Office

I liked all the topics. I liked more about communication skills because I am poor in communication.

Ms Shrilatha, Clerk, Administrative Office

I liked the way in which the concepts of quality, effectiveness and motivation were described. This session gave us an opportunity to look within us about our strengths and weaknesses.

Mr Sadananda Prabhu, Personnel Department

Training programme was good. I could get some good answer for my questions. It is very helpful to me to communicate with different people. I enjoyed very well.

Ms Sridevi, Dietetics Department

The way in which we were asked to form groups and interact with each other thereby the theme could be well understood by making the subject more interesting along with day-to-day examples was very interesting.

Ms Niveditha, Stenographer, Administrative Office

This course on developing personality and communication skill has been very useful. It has thrown light on many aspects of personality development and communication skills and has been an eye opener.

Mr K. Vasantha Hegde, Accounts Department

All the points discussed were very good. Group discussions and interacting was good.

Mr Nagaraj S., Caretaker

What I liked the most in this training is the concept of communication skills We gained more knowledge about how we have to behave in office, house and in our surrounding. This is very helpful to us in every aspects. Please continue this type of training every year.

Ms Savithri R., Accounts Department

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CLHRD College for Leadership and Human Resource Development

offers BHRD (Basics in Human Resource Development), a three year composite graduate programme, comprising trimester course in HRD with a degree in BBM. It is the only one of its kind in the country. Students who have completed their higher secondary or pre-university course are eligible for admission. It also offers PGAP in HRD (Post Graduate Apprenticeship Programme in Human Resource Development), a one year diploma course. Students who have completed their postgraduate course are eligible for admission.

CARAT College for Action Research And Training

offers Facilitator Certification in HRD and other resource development training programmes for educational institutions, NGOs and corporate organisations, and conducts action research on cure, rehabilitation and development of human resource of students, teachers, parents and executives.

CDCE College for Distance and continuing Education

offers short-term correspondence courses such as Certificate and Diploma Courses in HRD and Certificate and Diploma Courses in Panetics (study of human suffering), which are specially designed for those who are interested in becoming more resourceful and effective.

CFHS College for FEEL Holiday Studies

offers Programme Extension Centres (PECs) in different parts of the country to administer FEEL Holiday Schools in five streams, FEEL Primer (Stds.V and VI) FEEL Junior (Stds.VII and VIII), FEEL Senior (Stds.IX and X), FEEL Major (Stds.XI and XII) and FEEL Resource Effectiveness.