

'EMPOWER'

CONTINUOUS COMPREHENSIVE TRAINING PROGRAMME (LEVEL 2)

FOR FRONT OFFICE STAFF

Day: Saturday
Date: 21 September, 2019
Venue: Bal Bharati Public School,
Pitampura, New Delhi

MODULE: 1 MANAGING STRESS AND EMOTIONS

- The above workshop was conducted on 21 September 2019, from 9.00 am to 1.30 pm at Bal Bharati Public School, Pitampura under the aegis of BBPS Training Centre.
- The Resource person for the day was Mrs Jyotsna Bhardwaj, Director, Evision India. Eduservices.
- There were in all 23 participants from Sister Units of Bal Bharati Public Schools from Delhi/NCR.
- The main focus of the workshop was on Managing Stress and Emotions. The workshop started on a smiling note with an activity to speak good qualities about the co-worker or any friend.

Following points were discussed:

Steps for dealing with emotions

We cannot change or control our emotions but we can live peacefully with them, release them and manage them tactfully. We can find out why the situation bothers and analyze a positive way to react. Something positive can be learnt from the situation

How to release emotions

Focus was laid upon, not be afraid of emotions. Don't fight them or run away from them, by blocking them. Emotions slowly disappear if we feel them.

Some activities and laughing exercises were done by all the participants which could effect in releasing the stress.

10 Anger Management Tips

- Think before we speak, In the heat of the moment, it is easy to say something, we'll later regret. Take a few moments to collect the thoughts before saying anything.
- Express the frustration in an assertive but non-confrontational way. State the concerns clearly and directly, without hurting others.
- Physical activity helps reduce stress that can be the cause to become angry. If it is felt that the anger is escalating, go for a brisk walk, or spend some time doing other physical activities.
- Give short breaks during times of the day that end to be stressful. A few moments of quiet time might help feel better.
- Identify possible solutions. Work on resolving the issues at hand. Remind that anger won't fix anything and might only make it worse.
- Don't hold a grudge. Forgiveness is powerful. Don't allow anger to crowd out positive feelings.
- If we forgive someone, we learn from the situation and strengthen our relationship.
- Use humor to release tension. (Humorous activities were demonstrated and done by the participants)
- Practice deep-breathing exercises, imagine a relaxing scene, or repeat a calming work or phrase "Take it easy"
- Learn to control anger is a challenge for everyone.
- The Workshop was overall educative and was delivered very effectively The Resource person was a good communicator/ trainer and could hold the interest of all the participants by way of play way activities.

'EMPOWER'

SELF AWARENESS AND THINKING SKILLS WORKSHOP (LEVEL 2) – MODULE-II

FOR FRONT OFFICE STAFF

Day: Saturday
Date: 05 Oct, 2019
Venue: Bal Bharati Public School,
Pitampura, New Delhi

MODULE: 1 THE REFLECTIVE EXPERIENCE

- The above workshop was conducted on 05 Oct, 2019, from 9.00 am to 1.30 pm at Bal Bharati Public School, Pitampura under the aegis of BBPS Training Centre.
- The Resource person for the day was Mrs Jyotsna Bhardwaj, Director, Evision India. Eduservices
- There were in all 21 participants from Sister Units of Bal Bharati Public Schools from Delhi/NCR.
- The main focus of the workshop was on Thinking Skills. The workshop started on a smiling note. The focus was laid on 'Self Discipline'.

Following points were discussed:

What is Self Discipline

It is the ability to control one's impulses, emotions, desires and behavior. To possess self-discipline is to be able to make decisions, take the actions and execute game plan regardless of the obstacles, discomfort or difficulties that may come. Self-Disciplines allows to reach the goals in a reasonable time frame and to live a more orderly and satisfying life. It also means cultivating a mind set whereby we are ruled by our deliberate choices rather than by our emotions, bad habits.

How to develop self-discipline

Start with baby steps. Likewise take it one step at a time in building self-discipline. Begin by making the decision to go forward and learning what it takes to get there.

Learn what motivates you and what your bad triggers are? Know the areas where resistance is low and how to avoid those situations. Will power can go up and down with energy levels, play energetic music to perk up, move around, laugh. (effective activities were done by all the participants).

Make certain behaviours a routine

Once it is decided what is important and which goals to strive for, establish a daily routine that will help to achieve them. Make it part of daily routine and part of self-discipline building.

Engage in sports or activities. Focus was laid upon sports which are an excellent way to enhance self discipline. Sports inculcate many skills besides self discipline. Music as an activity is a good way to de-stress and create positive energy. It trains to set goals, focus on mental and emotional energies and to get along with others.

Shape behaviour one step at a time. Self discipline is a process that takes years to hone and refine. Use strategies to shape behaviour one step at a time. Ignore small problems. Be consistent. Make rules to be followed.

How do we align ourselves.

Following points were discussed :

Genetic, upbringing, environment, personality, behavior & interest. Activities on music, dance & physical exercises were done by the participants.

The Workshop was overall educative and was delivered very effectively The Resource person was a good communicator/trainer and could hold the interest of all the participants by way of play way activities.