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The Constituent College

SHRI B. M. PATIL MEDICAL COLLEGE, HOSPITAL & RESEARCH CENTRE, VIJAYAPURA

Report on the IQAC initiative Professional Development Program on the topic “Telephone Etiquettes”:

To enhance proficiency and to raise the Professionalism Quotient among non-teaching staff members, the **Professional Development Program (PDP)** on **Telephone Etiquettes** was organized on 26th February 2024 Monday at the Academic Council hall of the University administrative building. There were Thirty-one participants in the Professional Development Program.

Dr. Lata Mullur IQAC Director, welcomed the participants and highlighted the need for Professional Development Programs. Dr. Siddaling Talikoti, being the resource person for the technical session, emphasized on the following contents,

1. Developing a comprehensive understanding of telephone etiquette.
2. Enhance effective communication skills over the phone.
3. Cultivate professionalism and courtesy in phone interactions.
4. Improve listening skills and the ability to convey information.
5. Q & A session.

During the technical session, the participants were instructed to take part in team activities for the demonstration and execution of certain telephone etiquette. The Program concluded on a positive note, and the participants were happy and gave positive feedback for the initiative taken by the IQAC. The participants are convinced in all aspects of the Professional Development Program. The participants were issued a Certificate of Participation. Dr. Nilima Dongre, Deputy Director IQAC, proposed a Vote of thanks and concluded the Skill Development Program.

Output: The Professional Development Program on Telephone Etiquette successfully achieved its objectives by providing participants with essential skills and knowledge for effective phone communication. The enhanced communication and professionalism demonstrated by participants are indicative of the program's positive impact on their professional development.