

Programme Report

Capacity Building Programme on Soft Skills for University Security Personnel

To strengthen the culture of professionalism and effective communication among campus support staff, the NCC Unit of Rajiv Gandhi National University of Law, Patiala organized a Capacity Building Workshop on Soft Skills for University Security Guards on 1st and 2nd June 2025. A total of 35 university guards actively participated in the sessions aimed at enhancing their interpersonal, ethical, and workplace conduct skills.

The workshop was thoughtfully coordinated by Dr. Tania Mander (IQAC Coordinator), Dr. Ankit Srivastava (NCC Coordinator), and Dr. Jaismeen Kaur (University Counselor). Their joint efforts brought together expert resource persons and carefully curated content relevant to the daily responsibilities and challenges faced by security personnel.

Day 1 – 1st June 2025

Theme: “Communicate with Confidence – Building Verbal & Non-Verbal Skills”

Resource Person: Dr. Shilpa Suri, Founder & CEO, Planet Psychology Training & Consultancy

A renowned psychologist and mindset coach with over 20 years of experience in counseling, training, and personal growth facilitation, Dr. Suri conducted an insightful and interactive session on the nuances of effective communication. She emphasized the role of tone, body language, listening, and clarity in professional interactions. Through real-life examples and role-plays, the participants learned how to navigate difficult conversations, build rapport, and project confidence while on duty.

Day 2 – 2nd June 2025

Theme: “Ethics and Professionalism at the Workplace”

Resource Person: Dr. Vandana Sharma, Psychologist and Senior Academician

With over 40 years of experience, Dr. Sharma is known for her work in applied psychology, leadership ethics, and behavioral training. Her session focused on instilling a deeper understanding of workplace ethics, accountability, respectful engagement, and professionalism. Using case-based discussions and scenario analysis, she highlighted real-time decision-making and the importance of dignity and empathy in public-facing roles.

The workshop was very well-received by the participants, many of whom expressed that it gave them renewed confidence and clarity in handling their responsibilities. The programme reinforced RGNUL's commitment to holistic institutional development—where every member of the campus community, including its frontline staff, is empowered, supported, and valued.

This initiative marks a significant step in promoting not just campus safety, but also a compassionate and competent environment for all.