



ANWARUL ULOOM COLLEGE OF BUSINESS MANAGEMENT

(A MUSLIM MINORITY INSTITUTION)

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#11-3-918, New Mallepally, Hyderabad - 500001, T.S., India.

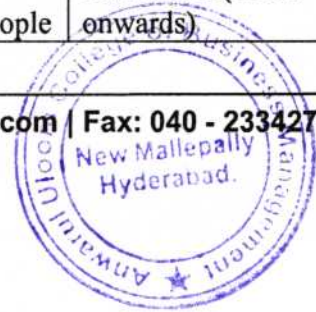
List of Non- Teaching Staff Participated in Professional Development Programs

A.Y-2019-20

S.NO	NAME OF THE TEACHER	DESIGNATION	NAME OF THE PROGRAM	DATE AND DURATION
1	Farheen Sultana	Librarian	Dealing with difficult people	15/07/2019(11:00 onwards)
2	Wajida Anjum	Librarian	Dealing with difficult people	15/07/2019(11:00 onwards)
3	Muzammil Ahmed	Admin	Dealing with difficult people	15/07/2019(11:00 onwards)
4	Sajjad	Admin	Dealing with difficult people	15/07/2019(11:00 onwards)
5	Nawaz	Admin	Dealing with difficult people	15/07/2019(11:00 onwards)
6	Shaik Yahiya	Admin	Dealing with difficult people	15/07/2019(11:00 onwards)
7	K.Radha	Accountant	Dealing with difficult people	15/07/2019(11:00 onwards)
8	V.Lingam	Accountant	Dealing with difficult people	15/07/2019(11:00 onwards)
9	R.chandrakala	Accountant	Dealing with difficult people	15/07/2019(11:00 onwards)
10	Samreen	Accountant	Dealing with difficult people	15/07/2019(11:00 onwards)
11	Sara	Admin	Dealing with difficult people	15/07/2019(11:00 onwards)
12	Asra Fatima	Admin	Dealing with difficult people	15/07/2019(11:00 onwards)
13	Nasreen	Admin	Dealing with difficult people	15/07/2019(11:00 onwards)
14	Tousif	Admin	Dealing with difficult people	15/07/2019(11:00 onwards)
15	Shoukath	Admin	Dealing with difficult people	15/07/2019(11:00 onwards)
16	Javeed	Admin	Dealing with difficult people	15/07/2019(11:00 onwards)
17	Mohd Mohsin	Sr.Assistant	Dealing with difficult people	15/07/2019(11:00 onwards)
18	Asra Kausar	Sr.Assistant	Dealing with difficult people	15/07/2019(11:00 onwards)

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19	Kaleem	Sr.Assistant	Dealing with difficult people	15/07/2019(11:00 onwards)
20	Amreen fatima	Sr.Assistant	Dealing with difficult people	15/07/2019(11:00 onwards)
21	Yasmeen Begum	Accountant	Dealing with difficult people	15/07/2019(11:00 onwards)
22	Zubair Ahmed	Accountant	Dealing with difficult people	15/07/2019(11:00 onwards)
23	Sana Fathima	Librarian	Dealing with difficult people	15/07/2019(11:00 onwards)


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Date: _____

Date: 05-07-2019

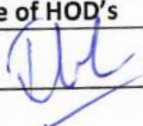
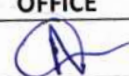
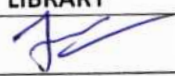
CIRCULAR

We are conducting One Day Administrative Development Programme on **"Dealing with Difficult People"** on **15th July, 2019**. All the Non-Teaching staff members of the concerned departments are invited to register and attend the programme.

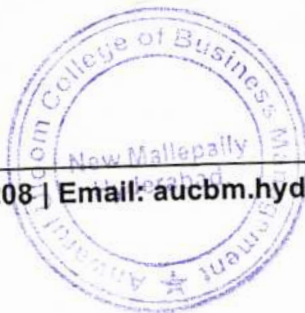

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A REPORT ON ONE DAY ADMINISTRATIVE DEVELOPMENT PROGRAMME

ON

"DEALING WITH DIFFICULT PEOPLE"

ORGANIZED BY

INTERNAL QUALITY ASSURANCE CELL (IQAC),

ANWARUL ULOOM COLLEGE OF BUSINESS MANAGEMENT, HYDERABAD

Date: 15th July, 2019

Time: 11:00 AM onwards.

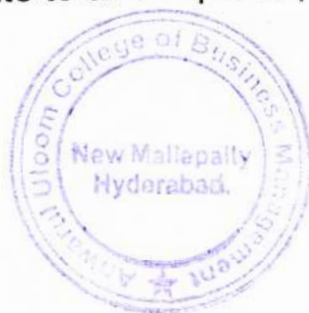
Resource Person:

Mrs. Sadiya Aziz

- MBA (Ph.d)
- Associate Professor
- Anwarul Uloom College of Business Management
- Email ID : elegant.elf@gmail.com
- Contact No: +91-7799278388

Number of Participants: 20 (Issued Certificate to all the participants)


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OBJECTIVES OF THE PROGRAM:

1. Developing effective communication skills: The program can help participants develop effective communication skills to deal with difficult people. This may include strategies for active listening, effective questioning, and providing feedback.
2. Understanding different personalities and behaviors: The program can help participants understand different personality types and behaviors, including difficult behaviors. This can help participants tailor their communication and conflict resolution strategies to the specific individual they are dealing with.
3. Learning conflict resolution techniques: The program can teach participants how to resolve conflicts with difficult people. This may include strategies for managing emotions, identifying common ground, and negotiating solutions.
4. Building resilience: The program can help participants build resilience to deal with difficult people. This may include techniques for managing stress, maintaining a positive attitude, and staying motivated.

TOPICS COVERED IN THE PROGRAM:

1. Understanding difficult behaviors: Participants may learn about common difficult behaviors such as aggression, passive-aggressiveness, defensiveness, and manipulation. They may also learn about the underlying causes of these behaviors and how to recognize them.


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2. **Effective communication:** The program may cover strategies for effective communication, including active listening, providing feedback, and using nonverbal communication. Participants may also learn how to adapt their communication style to different personality types.
3. **Conflict resolution:** Participants may learn about different conflict resolution techniques, such as negotiation, compromise, and mediation. They may also learn how to manage emotions during conflicts and how to identify and address underlying issues.
4. **Building relationships:** The program may cover strategies for building positive relationships with difficult people, such as establishing trust, setting boundaries, and finding common ground. Participants may also learn how to maintain positive relationships with difficult people over time.
5. **Emotional intelligence:** The program may cover the concept of emotional intelligence, including self-awareness, self-regulation, empathy, and social skills. Participants may learn how to apply these skills to manage difficult people and situations.

OUTCOME OF THE PROGRAM:

Improved communication: Participants may develop better communication skills, including active listening, effective questioning, and providing feedback. This can lead to more productive and positive interactions with difficult people.


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Conflict resolution: Participants may learn how to resolve conflicts with difficult people more effectively. This can lead to fewer misunderstandings, less tension, and better working relationships.

Increased empathy: Participants may develop a better understanding of difficult people and their behaviors, leading to increased empathy and more positive interactions.

Improved relationships: Participants may build stronger, more positive relationships with difficult people. This can lead to increased trust, improved teamwork, and a more positive work environment.

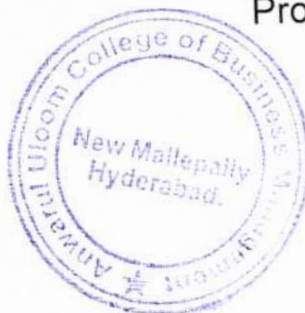
Reduced stress: Participants may learn how to manage stress and emotions when dealing with difficult people. This can lead to improved well-being, increased job satisfaction, and decreased burnout.

Increased productivity: Participants may become more productive by reducing the amount of time and energy spent on dealing with difficult people. This can lead to more efficient work processes and better results.

Better customer service: Participants may learn how to deal with difficult customers more effectively. This can lead to improved customer satisfaction, increased loyalty, and better business outcomes.

Overall, the outcomes of a "Dealing with Difficult People" program are designed to improve the participants' ability to manage challenging situations and people effectively, while maintaining a positive and productive work environment.


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Programme Co-ordinator



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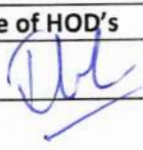
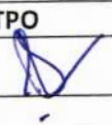
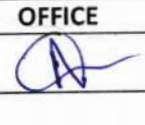
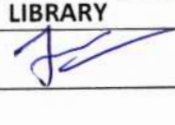
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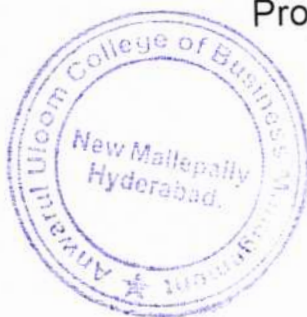
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Programme Co-ordinator

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ON

“DEALING WITH DIFFICULT PEOPLE”

ORGANIZED BY

INTERNAL QUALITY ASSURANCE CELL (IQAC),

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Date: 15th July, 2019

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Resource Person:

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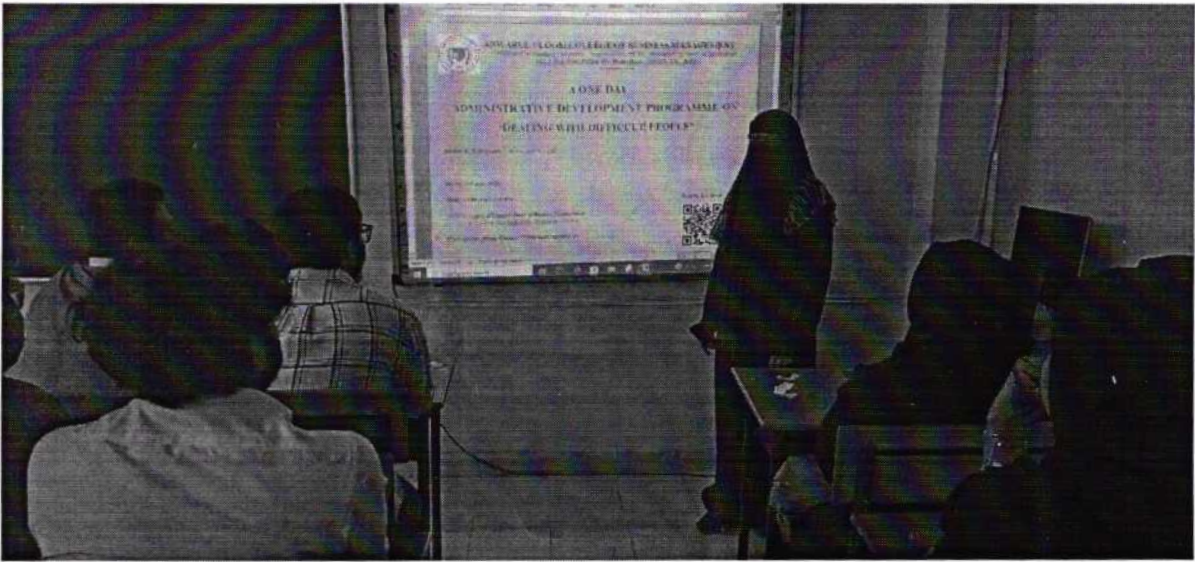
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Resource Person: Mrs. Sadiya Aziz


Programme Coordinator


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ONE DAY ADMINISTRATIVE DEVELOPMENT PROGRAM ON "DEALING WITH DIFFICULT PEOPLE

On 15th July, 2019

ORGANISED BY:

INTERNAL QUALITY ASSURANCE CELL (IQAC),

DEPARTMENT OF BUSINESS MANAGEMENT

ANWARUL ULOOM COLLEGE OF BUSINESS MANAGEMENT

CONTACT DETAILS:

Mrs. Sadiya Aziz

MBA

Associate Professor

Anwarul Uloom College of Business Management

Email ID : elegant.elf@gmail.com

Contact No: +91-7799278388

CHIEF PATRON:

MEHBOOB ALAM KHAN

HONORABLE SECRETARY, ANWARUL ULOOM EDUCATIONAL
ASSOCIATION

PATRON:

MUJAHID ALAM KHAN

HONORABLE SECRETARY, ANWARUL ULOOM EDUCATIONAL
ASSOCIATION

CONFERENCE CHAIRMAN:

PROF AHMED BAIG, GOVERNING BODY MEMBER, ANWARUL ULOOM
EDUCATIONAL ASSOCIATION

CONVENERS:

Dr. OSMAN BIN SALAM

PRINCIPAL, ANWARUL ULOOM COLLEGE OF BUSINESS MANAGEMENT

IQAC COORDINATOR:

MOHAMMED IBRAHIM UDDIN

VICE-PRINCIPAL, ANWARUL ULOOM COLLEGE OF BUSINESS
MANAGEMENT

ORGANISING COMMITTEE:

1. Dr. Osman Bin Salam
2. Mrs. Raheemunnisa
3. Mr. Sai Strujan Kumar

For any further details contact: 040-23340208, 23347296



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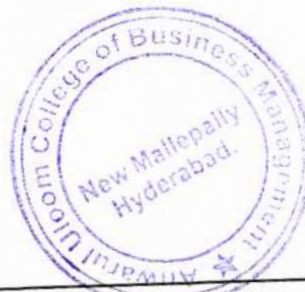
List of Participants

Name Of the Programme: **One Day Administrative Development Program**
on **DEALING WITH DIFFICULT PEOPLE.**

Date: **15th July, 2019.**

S.NO	NAME OF THE FACULTY	DESIGNATION	COLLEGE NAME	SIGN
1	Shaziya	Sr Asst	Nawab Shah	Shaziya
2	Syed Aqeeb	Sr Asst	AUC	SAqeeb
3	Fatima Sultana	Sr. Acc	Nawab Shah	Fatima
4	Wajeeeda Anjum	Sr. Accountant	AUCBM	Wajeeeda
5	Kaleem	Sr. Asst	AUMBC	Kaleem
6	Sadiya Anjum	Sr Acc	AUC	Sadiya
7	Aqsa Fatima	Jr Acc	AUC	Aqsa
8	Syed Mustafa Hussain	Accountant	AUCBM	S. Mustafa
9	Syed Faleeq	Account	AUCBM	Faleeq
10	Radha Kamani	SR. Acc.	AUC	Manjama.
11	Fasheen Sultana	Sr. Accountant	AUCBM	Fasheen
12	Shourath	Sr. Account	Anwarul Uloom Coll	Shourath
13	Touqeer	Account	Anwarul Uloom Coll	Touqeer
14	Nasreen	Jr Acc	Nawab Shah	Nasreen
15	Sana	Librarian	Anwarul Uloom Coll	Sana
16	Lingam	Accountant	AUC	Lingam
17	Mohd Mohsin	Sr. Accountant	AUCBM	Mohd Mohsin
18	YAHYA	Jr Acc	AUC	Yahya
19	Sayad Ali	Jr Account	Anwar Uloom coll	Sayad
20	Mohammed Zubair Ahmed	Accountant	Nawab Shah	Zubair


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Certificate of Participation

This is to certify that

Name Mohammed Nasser

Designation Sr Accountant

Institution Anwarul Uloom Coll of Business Mgmt

has actively participated in One Day Administrative Development Program on "Dealing With Difficult People" on 15/07/2019 organized by IQAC, Anwarul Uloom College of Business Management.

Programme Co-Ordinator

PRINCIPAL
ANWARUL ULOOM COLLEGE
OF BUSINESS MANAGEMENT
New Mallepally, Hyderabad.



Dr. Osman Bin Salam
Principal