

Report on the Capacity Building Programme for Non-Teaching Staff (Batch 4)

7th October 2026, Wednesday, 10.00 AM

The **Capacity Building Programme** for Non-Teaching Staff (Batch-4) on 7th October 2026, Wednesday at the Medical Education Unit, JSS Medical College, Mysuru was organised by the **IQAC, JSS AHER, Mysuru**, to strengthen the professional competencies, administrative effectiveness and service orientation of non-teaching staff. The programme brought together oral and practical sessions on **Information Governance, Leave & Service Rules, Artificial Intelligence applications in contemporary work space and Communication Skills**, enabling participants to enhance workplace efficiency, compliance, responsible information handling and effective professional communication.

Inauguration

The programme commenced with an august inaugural session graced by **Dr. H. Basavanagowdappa**, Vice-Chancellor, JSS AHER, **Dr. B. Manjunatha B**, Registrar, JSS AHER, **Dr. K. A. Raveesha**, Dean, School of Life Sciences, JSS AHER, Mysuru and **Dr. K. Pushpalatha**, Dean (IQAC), JSS AHER, Mysuru. Their esteemed presence paved distinction to the programme and emphasised the institution's commitment to strengthening the professional competencies and service excellence of its non-teaching staff.

The programme was compered by **Dr. M.N. Kiran Kumar**, Coordinator, IQAC, School of Life Sciences, JSS AHER, Mysuru.



Dignitaries inaugurating the programme by watering the sapling

Dr. K. Sumana, Deputy Dean (IQAC), JSS AHER, Mysuru, welcomed the gathering and highlighted the significance of continuous learning and capacity building in strengthening professional competence and fostering a culture of quality among non-teaching staff.



Dr. H. Basavanagowdappa, Vice-Chancellor, JSS AHER, emphasised that continuous skill enhancement and knowledge updation are essential for remaining effective in an evolving professional environment. He encouraged the participants to make meaningful use of the expertise shared by the resource persons and to translate the learning acquired through the programme into their everyday responsibilities. He highlighted the importance of remaining receptive to emerging technologies, contemporary work practices and changing institutional requirements, while strengthening competence through continuous learning. He urged the staff to approach their roles with confidence, commitment and a willingness to improve, recognising that professional excellence is built through consistent learning and purposeful application.

The Vice-Chancellor further stated that the importance of cultivating a strong sense of belongingness towards JSS AHER. He emphasised that every member of the institution contributes to its larger vision and that each responsibility, irrespective of its nature, carries significance in achieving institutional excellence. He encouraged the participants to take pride in their work, uphold institutional values and recognise themselves as important contributors to the collective growth, reputation and service ethos of the University.



Vice-Chancellor, Dr. H. Basavanagowdappa addressing the gathering





Dr. B. Manjunatha B, Registrar, JSS AHER, reiterated the Vice-Chancellor's emphasis on continuous learning, skill enhancement, knowledge updation and a strong sense of institutional belongingness. He encouraged the non-teaching staff to continuously refine their competencies and translate new learning into efficient and responsible workplace practices. He emphasised that non-teaching staff should be regarded as the heart and brain of the institution, and not merely its backbone, recognising their central role in ensuring seamless academic and administrative functioning as mentioned by the Pro-Chancellor in the previous programme.





Registrar, Dr. B. Manjunatha, addressing the gathering

He further stated that ethics, discipline, accountability and professional conduct should remain integral to every responsibility. He encouraged participants to uphold institutional values, exercise diligence in their duties and contribute towards a culture of excellence, responsiveness and service.

Dr. K. A. Raveesha, Dean, School of Life Sciences, emphasised the importance of aligning individual responsibilities with institutional expectations and positively adapting to the evolving work culture. He encouraged participants to strengthen their problem-solving capabilities, approach workplace challenges constructively and contribute with greater efficiency, ownership and professional responsibility.



Dr. Supreeth M, Assistant Dean (IQAC), JSS AHER, Mysuru, proposed Vote of Thanks.



Session 1: Information Governance, Compliance & Ethics

Resource Person: Dr. B. R. Chandrashekar, Associate Dean (Academics), JSS AHER, Mysuru

The session on **Information Governance, Compliance & Ethics** provided a clear understanding of governance as ensuring the right information reaches the right person, for the right purpose, at the right time. The session highlighted why information governance matters to a university and the consequences that may arise from errors or inappropriate handling. The information cycle was explained, emphasising that responsibility continues even after information is shared.

Particular care was highlighted for highly sensitive, confidential and public information, with classification guided by university policies and applicable law. The need-to-know principle, purpose, authority, necessity, approved methods and data minimisation were emphasised, reinforcing that more information does not necessarily mean better administration.

The session further elaborated on the minor mistakes can have significant consequences and introduced the practical rule: **pause, check, recheck** before sending or sharing information. Data security was presented as everyone's responsibility, particularly while using AI chatbots, online tools and records-management systems. Key aspects of compliance and ethics included conflict of interest, confidentiality, transparency and recognising red flags in administrative roles. Participants were encouraged to adopt five essential habits: **think before sharing, check before accessing, minimise what is collected, protect what is held, and report when something goes wrong**. The session reinforced information governance, compliance, ethics, security and personal responsibility as interconnected foundations of responsible university administration.



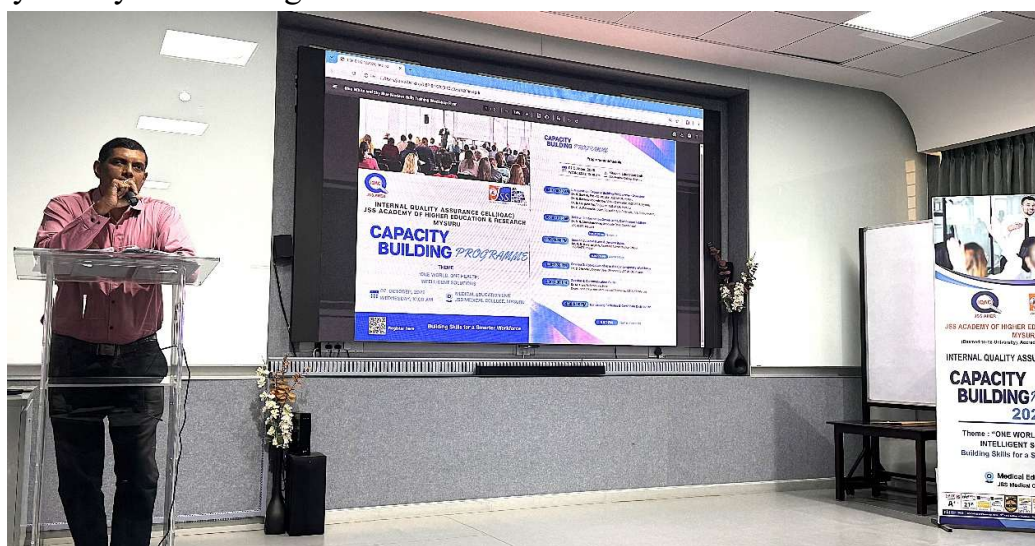


Session 2: Leave Rules and Service Rules.

Resource Person: Mr. K. R. Ravimanjesh, Assistant Administrative Officer
JSS AHER, Mysuru

The session on **Leave Rules & Service Rules**, delivered by Mr. K. R. Ravimanjesh, Assistant Administrative Officer, JSS AHER, Mysuru, provided participants with a structured understanding of the institutional framework governing leave and service matters. The session covered the nine categories of leave applicable under JSS AHER norms, along with the respective guidelines, eligibility conditions, permissible limits, documentation and procedural requirements. Emphasis was placed on understanding the purpose and appropriate application of each category of leave, ensuring that leave is availed, recommended and sanctioned in accordance with the prescribed institutional provisions. The session also highlighted the importance of maintaining accurate service records and following the established administrative hierarchy and approval processes.

The discussion further addressed key aspects of service rules, employee responsibilities, administrative discipline and compliance with institutional procedures. Participants were guided on the importance of timely application, proper documentation, appropriate authority, record maintenance and adherence to prescribed norms while processing leave and service-related matters. Practical clarification on common administrative situations helped participants understand their responsibilities in ensuring consistency, transparency and procedural accuracy. The session strengthened participants' awareness of the role of service rules and leave regulations in maintaining orderly, accountable and efficient administration, while promoting responsible application of institutional policies in day-to-day functioning.





Session 3: Application of AI in the Contemporary Workforce

Resource Person: Dr. S. Chandan, Deputy Dean (Research), JSS AHER, Mysuru

The session on Application of AI in the Contemporary Workforce, delivered by Dr. S. Chandan, Deputy Dean (Research), JSS AHER, Mysuru, highlighted AI as a practical tool for enhancing work speed, efficiency and quality. Through relatable stories such as the locker and key and the analogy of sharpening a knife to improve work efficiency, the session demonstrated that AI becomes valuable when used intelligently to complement human capability. Participants were introduced to the practical use of **GPT-based tools, Sarvam AI** and other contemporary AI platforms, with emphasis on selecting appropriate tools for specific administrative tasks. The session encouraged participants to view AI as an enabler that can reduce routine workload, improve productivity and create greater efficiency in day-to-day institutional work.

The hands-on demonstrations made the session particularly relevant to administrative functions. A **step-by-step demonstration of Mail Merge** using Word and Outlook illustrated how repetitive communication can be streamlined through personalised bulk emails. Participants were also shown how appropriate prompts can rapidly structure meeting discussions into concise Minutes of Meeting, thereby reducing preparation time while retaining essential decisions and action points. The session introduced contemporary workplace **applications including Microsoft Copilot in Outlook, Word and Excel, and Gemini** within Gmail, Docs and Meet, which can support email drafting, document preparation, information summarisation, data work and meeting notes. The session reinforced AI as the “key” that sharpens existing capabilities, enabling administrative staff to work smarter, faster and more effectively while applying appropriate human review and judgement.



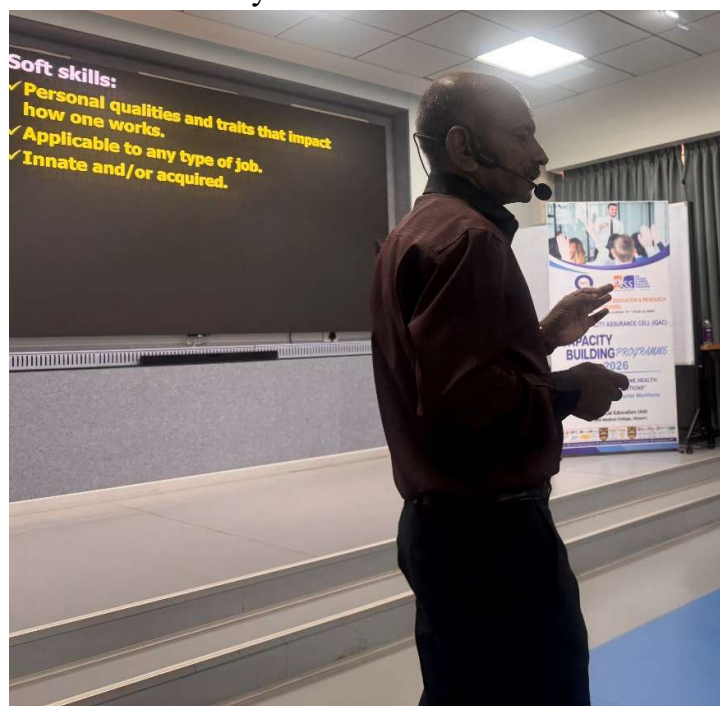


Session 4: Communication Skills

Resource Person: Dr. M. Arun, Professor and Head, Department of Forensic Medicine and Toxicology, JSS AHER, Mysuru

The session on Communication Skills, delivered by Dr. M. Arun, Professor and Head, Department of Forensic Medicine and Toxicology, JSS AHER, Mysuru, provided a practical understanding of effective communication in the workplace. An engaging role-play depicting a conversation between an officer and a cadre-D employee seeking 15 days' leave was **enacted and subsequently analysed** to demonstrate how communication can influence professional interactions and outcomes. The discussion highlighted the importance of clarity, courtesy, active listening, appropriate questioning and responding with sensitivity while handling routine administrative situations.

The session further explored verbal and non-verbal communication skills, with emphasis on voice modulation, tone, pitch, pace, facial expressions, eye contact, posture, gestures and overall body language. Participants were encouraged to recognise how non-verbal cues can reinforce or contradict spoken words and how appropriate modulation can convey confidence, respect and empathy. The session also covered essential soft skills and different types of communication, enabling participants to understand the importance of choosing the appropriate communication approach according to the situation. The practical enactment and analysis made the session highly relevant to day-to-day workplace interactions and professional service delivery.





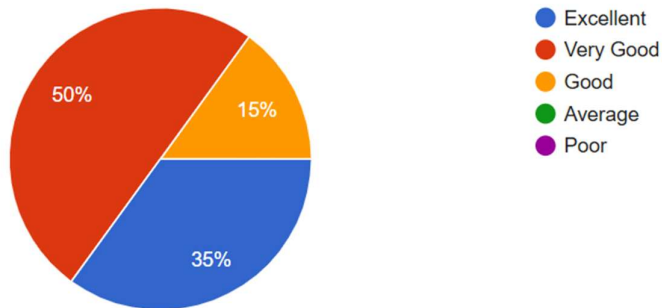
Feedback by the participants:



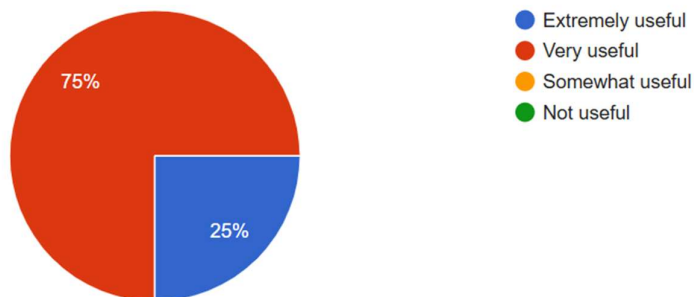


The programme concluded with the distribution of certificates to all participants, recognizing their active participation and successful completion of the programme.

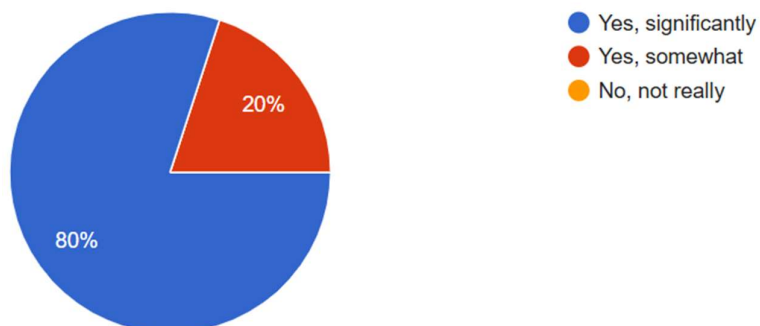
1. How was the organisation of the programme?



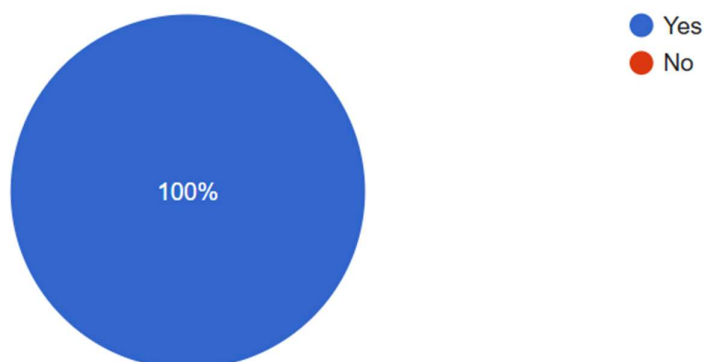
2. Were the sessions useful for your work?



3. Did the programme improve your knowledge and skills?



4. Would you like more programmes/sessions like this in the future?



5. Please give your suggestions for future programmes or topics to be covered.

To cover employees welfare matters has to be covered.
For fresher needs depth training is very essential to work smoothly in their departments without fear.
Office decorum and punctuality and Information about Employees welfare measures.
Administrative & Digital Skills
Every year conducted
Human Resource Department
The Capacity Building Programme organized by the IQAC, JSS AHER, was very informative, relevant, and useful for the non-teaching staff. The sessions on Governance & Ethics, HR Rules, Use of AI Tools, and Communication Skills were well selected and directly relevant to our day-to-day responsibilities. The programme provided a better understanding of professional ethics, institutional governance, HR policies, and the effective use of modern AI tools to improve work efficiency. The session on communication skills was also helpful in strengthening professional communication and workplace interactions. Overall, it was a valuable and practical programme that will help non-teaching staff improve their knowledge, efficiency, professionalism, and contribution towards the institution. I appreciate the efforts of IQAC, JSS AHER in organizing such meaningful capacity-building initiatives. Suggestion: Similar programmes may be conducted periodically, with more practical demonstrations, case studies, and hands-on sessions, particularly on AI tools and institutional procedures.
Paperless correspondences Quick & On time Reply Easy data access platform Effective utilization of manpower Transparency Friendly atmosphere & mutual respect Proper Management with clear ideas
Advanced Excel, practical AI applications in daily work, and time management.
Maintenance of laboratory work schedule and office work schedule.
The Capacity building programme was very good. The AI session was very informative, but one hour was not enough to cover the material thoroughly. Please consider organizing longer, more frequent training sessions on AI-related topics.
Conduct a detailed programme focusing on a single topic like AI tool.

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Dean (IQAC)
JSS AHER, Mysuru