Internship Report

On

"Training & Development Process of Daffodil International University-

A case on Office of the Vice Chancellor, DIU"

Prepared for:

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Major: - Human Resource Management

Bachelor of Business Administration

Department of Business Administration

Daffodil International University

Submission Date: September 29th, 2019

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[Conducted on behalf of Office of the Vice Chancellor, Daffodil International University, 102, Shukrabad, Mirpur Road, Dhanmondi, Dhaka-1207]

Acknowledgement

At the specific starting, I might want to offer my most profound thanks to Creator for giving me the quality and the levelheadedness to complete the internship report words really will never to enough to express how appreciative I am, yet never the less I will attempt my dimension best to express my thankfulness toward few people.

My endless thanks go to Mr. Omar Faruk, Senior Administrative Officer of office of the Vice Chancellor, Daffodil International University for being patient and supporting me during my internship program. My associates and colleagues at the office had additionally been exceptionally helpful, and they made my internship a more charming and significant one.

I have worked in the office of the Vice Chancellor, Daffodil International University for four months. As an intern, I had the opportunity to do different types of tasks related to office management, training, meeting arrangement, inter-department communication maintain etc.

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Declaration

I do hereby solemnly pronounce that the work exhibited in this internship report named "Training & Development Process of Daffodil International University-A case on Office of the Vice Chancellor, DIU has been carried out by me and has not been recently submitted to any university for an academic certificate.

The work I have introduced does not break any current copyright and no bit of this report is duplicated from any work done before for a degree or something else.

I further undertake to reimburse the advancement against any misfortune or harm emerging from rupture of the previous commitments.

_____

Md. Abdullah-Al-Mehrab

ID No: 153-11-4832

BBA Program

Department of Business Administration

Daffodil International University

Letter of Transmittal

September 29th, 2019

Gouranga Chandra Debnath

Associate Professor& Head

Department of Business Administration

Faculty of Business and Entrepreneurship

Academic Supervisor

Subject: Submission of Internship Report

Dear Sir,

It is of significant privilege and pleasure to me to exhibit you my entry level position venture paper arranged as a part of the Internship program. I attempted to assemble information to make my undertaking paper explicit and lucid through my temporary position and utilizing fundamental information from pertinent source. I have dissected each inch and outs about elements that influence the report "Training & Development Process of Daffodil International University-A case on Office of the Vice Chancellor, DIU"

I attempted my best to make material and possible arranging so it ends up successful and in the same class as you anticipated. I truly trust this report will satisfy the necessity recommended. I will acknowledge whether you benevolently deal with a portion of your important occasions by experiencing the report.

Sincerely Yours,

_____

Md. Abdullah-Al-Mehrab

ID No: 153-11-4832

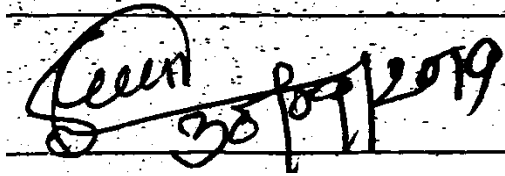BBA Program

Department of Business Administration

Daffodil International University

Letter of Acceptance

I am satisfied to affirm that the Internship Report on "Training & Development Process of Daffodil International University-A case on Office of the Vice Chancellor, DIU" prepared by **Md. Abdullah-Al-Mehrab ID No: 153-11-4832** of the Department of Business Administration **(Major in Human Resource Management)** is approved for presentation and defense.

Md. Abdullah-Al-Mehrab worked with "Daffodil International University" as an intern under my supervision. I am also pleased to certify that the data and the findings presented in the report seen to be authentic.

Md. Abdullah-Al-Mehrab bears a good moral character and an exceptionally satisfying identity. It has in fact been an extraordinary delight working with him. I wish him everything achievement throughout everyday life.

_____

Gouranga Chandra Debnath

Associate Professor& Head

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

EXECUTIVE SUMMARY

Now days, organizations are not only looking for technical skills or higher CGPA graduates only but also smart &people with soft-skills. CGPA is just an entry requirement for the job. But to get the job it is necessary to acquire certain **SOFT SKILLS** are necessary.

A number of executives from different organizations are being called to DIU to get ideas about their requirement & make a comparison between the knowledge & skills of the fresh graduates. The finding was shocking. Graduates don't have any lacking on their subjective knowledge but in the skill section.

From this finding, the authority comes to a decision to launch a subject that will improve the skill gap & the result is '**Employability Training**'.

The specialty of this training is that it is activity based rather than traditional book-based knowledge. These activities are designed in such way that students have to do what they really need for their skill development such as problem solving, team playing, taking leadership, brainstorming, presentation etc. which they have to perform on a daily basis throughout the training. Students are being taught a new topic in every class focused on those aspects that they will face in their corporate environment.

CHAPTER ONE

Introduction

Introduction

The original Latin word "universitas" refers in general to "a number of persons associated into one body, a society, company, community, guild, corporation, etc". At the time of the emergence of urban town life and medieval guilds, specialized "associations of students and teachers with collective legal rights usually guaranteed by charters issued by princes, prelates, or the towns in which they were located" came to be denominated by this general term. Like other guilds, they were self-regulating and determined the qualifications of their members. In modern usage the word has come to mean "An institution of higher education offering tuition in mainly non-vocational subjects and typically having the power to confer degrees," with the earlier emphasis on its corporate organization considered as applying historically to Medieval universities.

Daffodil International University (DIU) is recognized as one of top graded universities in Bangladesh. The university has been established by Daffodil Group with the approval of the Ministry of Education under the Private University Act of 1992 and its amendment in 1998 and Daffodil International University came into being on 24th January 2002, the University today combines impressive modern facilities and a dynamic approach for teaching and learning environment.

Origin of the Study

The Internship report is required a principal prerequisite for the satisfaction of the Bachelor of Business Administration (BBA) course curriculum of Daffodil International University. For this internship, I was allocated to Office of the Vice Chancellor of Daffodil International University by the endorsement of the university. Thetopic of this internship report is "Training & Development (Employability Training) of office of the Vice Chancellor, Daffodil International University" which is chosen by the academic supervisor Associate Professor and Head Gouranga Chandra Debnath. With legitimate direction of academic supervisor and authoritative directors I have arranged this report. For any business school students understudy just educational programs movement isn't sufficient for taking care of the genuine business circumstance, along this line it

is an open door for the understudies to think about the field of business through the internship report program. As internship report program is an ideal mix of the theoretical and practical knowledge. The internal instructor assists me with preparing this internship report.

Objectives of the Study

Broad objective:

The primary purpose of this report is analysis of Training & Development Process of Daffodil International University-A case on Office of the Vice Chancellor, DIU. .

In line with the broad objective, the detailed objectives of the study may be spelled out as follows:

Specific objectives:

- To identify the need ofEmployability Training.
- To find out the objective of Employability Training.
- To analyse the process of Employability Training.
- To make sure the student attachment to the Employability Training.
- To provide proper recommendations on the basis of the analysis of Employability Training.

CHAPTER TWO

Training & Development Process of Daffodil International University-A case on Office of the Vice Chancellor, DIU.

Training & Development Process of Daffodil International University-A case on Office of the Vice Chancellor, DIU.

Definition: Training and Development

Training and Development is a subsystem of an organization which emphasize on the improvement of the performance of individuals and groups. Training is an educational process which involves the sharpening of skills, concepts, changing of attitude and gaining more knowledge to enhance the performance of the employees. Good & efficient training of employees helps in their skills & knowledge development, which eventually helps a company improve.

Training is about knowing where a company is in the present and after some time where will they reach with their abilities. By training, people can learn new information, new methodology and refresh their existing knowledge and skills. Due to this there is much improvement and adds up the effectiveness at work. The motive behind giving the training is to create an impact that lasts beyond the end time of the training itself and employee gets updated with the new phenomenon. Training can be offered as skill development for individuals and groups.

Organizational Development is a process that "strives to build the capacity to achieve and sustain a new desired state that benefits the organization or community and the world around them."

Training and Development Process

Evaluate Performance → Identify Training Needs → Establish Objectives → Select Training Methods → Conduct and Deliver Training → (Evaluate Performance)

Importance of Training and Development

For companies to keep improving, it is important for organizations to have continuous training and development programs for their employees. Competition and the business environment keep changing, and hence it is critical to keep learning and pick up new skills. The importance of training and development is as follows:

• Optimum utilization of Human resources

• Development of skills like time management, leadership, team management etc

• To increase the productivity and enhance employee motivation

• To provide the zeal of team spirit

• For improvement of organization culture

• To improve quality, safety

• To increase profitability

• Improve the morale and corporate image

Need for Training and Development

Training and development of employees is a costly activity as it requires a lot quality inputs from trainers as well as employees. But it is essential that the company revises its goals and efficiencies with the changing environment. Here are a few critical reasons why the company endorses training and development sessions.

- When management thinks that there is a need to improve the performances of employees.
- To set up the benchmark of improvement so far in the performance improvement effort.
- To train about the specific job responsibility and skills like communication management, team management etc.
- To test the new methodology for increasing the productivity.

Advantages of training and development

Training and development have a cost attached to it. However, since it is beneficial for companies in the long run, they ensure employees are trained regularly. Some advantages are:

- Helps employees develop new skills and increases their knowledge.
- Improves efficiency and productivity of the individuals as well as the teams.
- Proper training and development can remove bottle-necks in operations.
- New & improved job positions can be created to make the organization leaner.
- Keeps employees motivated and refreshes their goals, ambitions and contribution levels.

Disadvantages of training and development

Even though there are several advantages, some drawbacks of training and development are mentioned below:

- It is an expensive process which includes arranging the correct trainers and engaging employees for non-revenue activities.

- There is a risk that after the training and development session, the employee can quit the job.

Training and Development Process

Training and development are a continuous process as the skills, knowledge and quality of work needs constant improvement. Since businesses are changing rapidly, it is critical that companies focus on training their employees after constantly monitoring them & developing their overall personality.

Steps for training and development processes are:

- Determine the need of training and development for individuals or teams
- Establish specific objectives & goals which need to be achieved
- Select the methods of training
- Conduct and implement the programs for employees
- Evaluate the output and performance post the training and development sessions.
- Keep monitoring and evaluating the performances and again see if more training is required.

Hence, this concludes the definition of Training and Development along with its overview.

CHAPTER THREE

Trainings offered from the Office of the Vice Chancellor,

Daffodil International University

Trainings offered from the Office of the Vice Chancellor, Daffodil International University

Office of the Vice Chancellor of Daffodil International University offers several training & workshop for Teachers, Employees & Students. These courses are being conduct several times throughout the year.

Teachers Training & Workshop:

- **How to create an interactive course:**

The aim of this training is to design a course for students with an innovative & effective way. This helps to reduce barrier in student interaction in the class.

- **Student engagement teaching:**

It is the upgraded version of "How to create an interactive course". This training is focuses on the student's involvement in teaching. In this training teachers get idea about bringing students in the teaching with asking them question & collect feedback & find out the gap in teaching.

- **Questioning Question Training:**

This training is an enhanced & advanced version of "Student engagement teaching". The goal of this training is to build up question asking ability of students & help them finding answers with their own questions.

- **Participatory Engaging Teaching (PTE):**

This is a 3-day long course. Throughout this training teachers learn to develop a course in such way that it requires less effort but more efficiency in teaching. Students involvement in practical & real-life example & increase student engagement throughout the course are the priorities here. This training has 3 Steps:

- ➢ Course Design (One topic).
- ➢ Design assessment.
- ➢ Final Assessment.

Employee Training & Workshop:

- **Employability Training:**

This training was developed to increase skills of the employees. Now this training is open for everyone. Teachers, employees, students- all can participate in this training. This training consists of 15 to 32 classes on basis of need. It has 3 parts. Each part has 5 to 10 classes & all each class is 3 hour long. Parts of this training are:

➢ Basic skill development
➢ Professional/Advance skill development
➢ Project Skill Development

Student training & Workshop

- **Problem Solving Workshop**

This workshop conducted with a view to help students to find out their own problem & make solutions by their own.

- **Basic English Training**

Most students suffer from English grammar problem, writing a correct sentence etc. They also lack reading & writing habit. This training helps students to develop basic English skills.

- **YOU Workshop**

This training is also known as confidence building workshop. In this training students get idea about how their mind work & trust in themselves.

CHAPTER FOUR

Employability Training

Employability Training

1. All About Your Brain! YOU.
2. All About How to work done! My Skills.
3. How would I tackle a situation? Daily Situations.
4. How do you learn something? Learn a Language.
5. How would I develop myself? Self-Development Plan.
6. Is a habit of regular reading important? Habit of Reading.
7. Do people need personal skills? Personal Skills.
8. How to develop personal skills? Personal Skills.
9. Why do we read? Comprehension.
10. Do we know how to learn? Learning.
11. Is it important to be grateful? Gratitude.
12. How to write a complete article? Complete Article.
13. How would you do the project? Project Steps.
14. What should I document? Documenting.
15. How will I know things are working? Checking Success.

All about your brain! YOU

"KNOW THYSELF" is a well-known quote all over the world. So, in the first lesson participants are taught how to know themselves & what capabilities their brain has. They learn the power of their brain and use it as the most powerful tool they possess for their entire life. They are being taught good way to use their brain & how to use their brain without formal learning. During this class participants perform several brainstorming activities such as pair discussion, idea generation, keycard idea writing & collaboration of religious thoughts with learning.
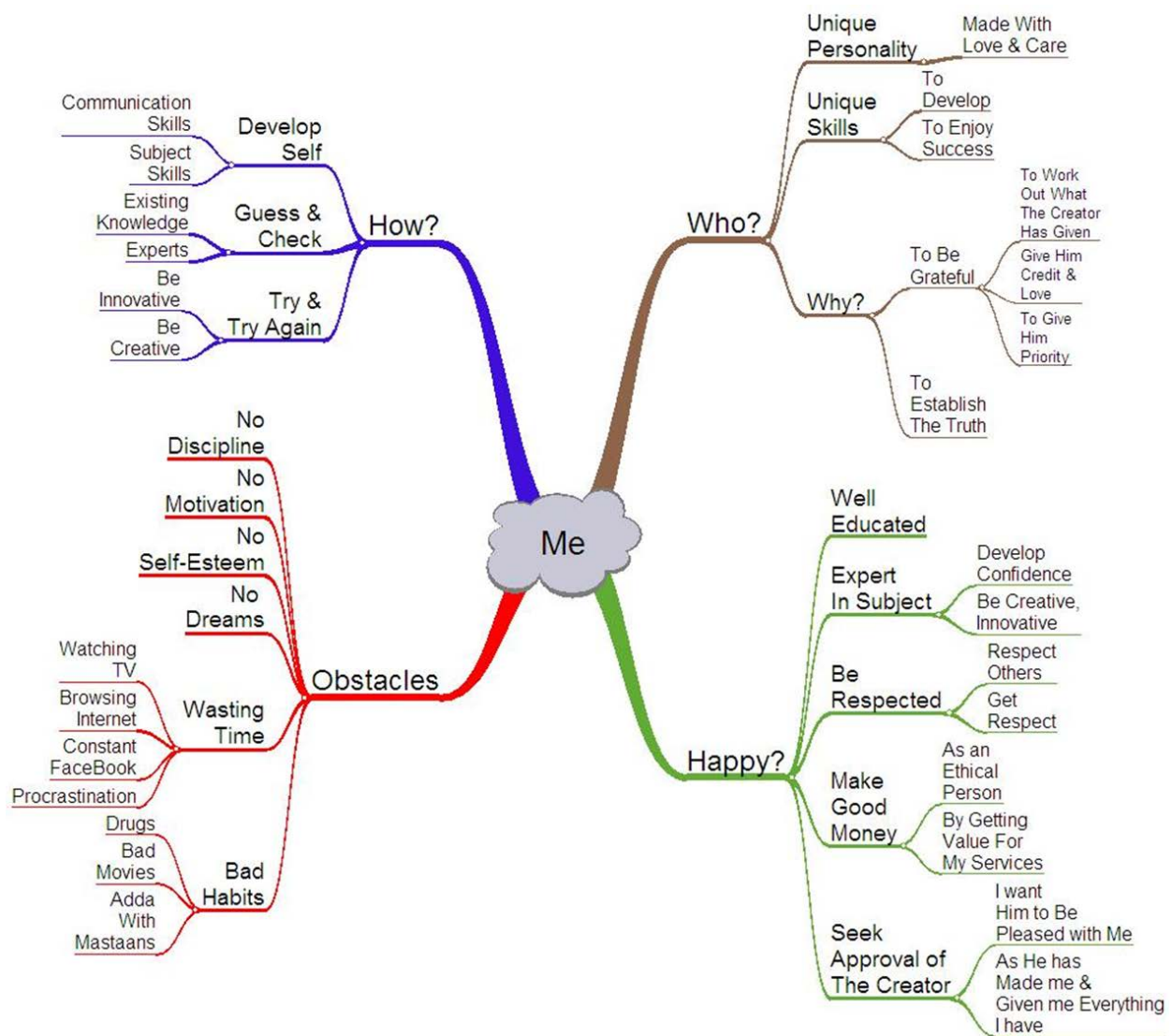
All about how to work done! My Skills.

Now day, employers are more interested in interpersonal skills rather than academic result. For them, academic performance is just a simple factor of benchmark. They want an employee who is ready to perform in any situation & has the skillset a corporate environment requires. During this session, contributors are taught different characteristics of personnel they have to face in the corporate world and by which skills they can acquire the ability to maintain the corporate culture. They learn how to greet people properly, establish communication, attitude development & self-development through learning, reading & feedback.
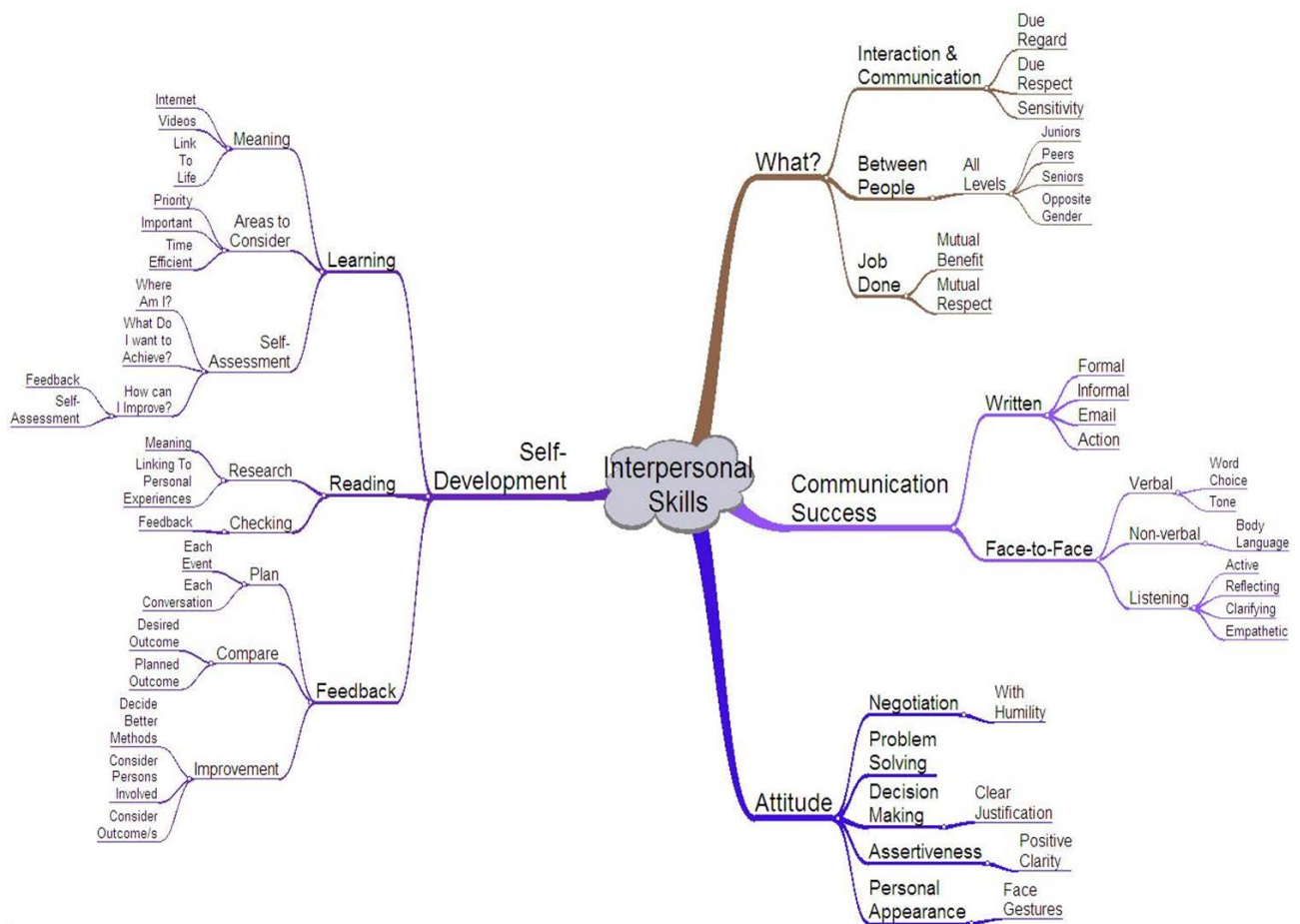
How would I tackle a situation? Daily Situations.

Corporate world consists of various type of people. Every situation is uncertain. A slight change can cause an instant & intense serious trouble. An employee always need to be prepared for this. In this case, they have to use theit interpersonal skills to tackel these type of situatuion. In this session participants get to know about tackle situations in a smart way & maintain mental stability. They can do this by making proper plan, doing initial greetings & starting conversations with others. Another important factor taught here is self impression creating through proper dressup.


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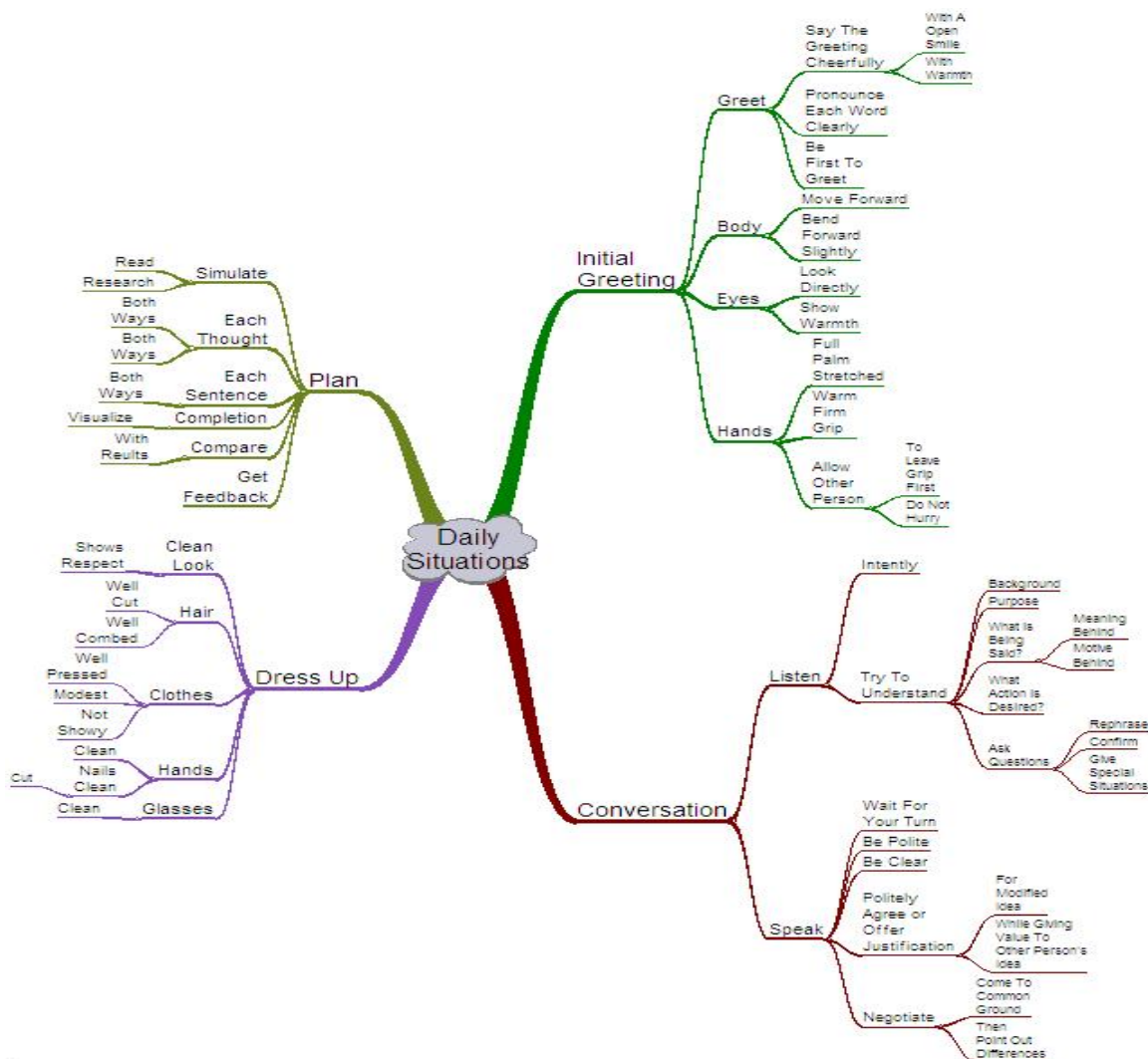
How would you learn something? Learn a Language.

Communication is the first step to approach in every organization. Language helps here to make the proper communication. Every person has fluncy over their native tongue. But it is needed to be able to communicate with an international language, English. Each & every business is trying to operate globally. A common language helps to make connection easy. In this session contributors learns how to learn a 2nd or 3rd language with less effort with higher efficiency.
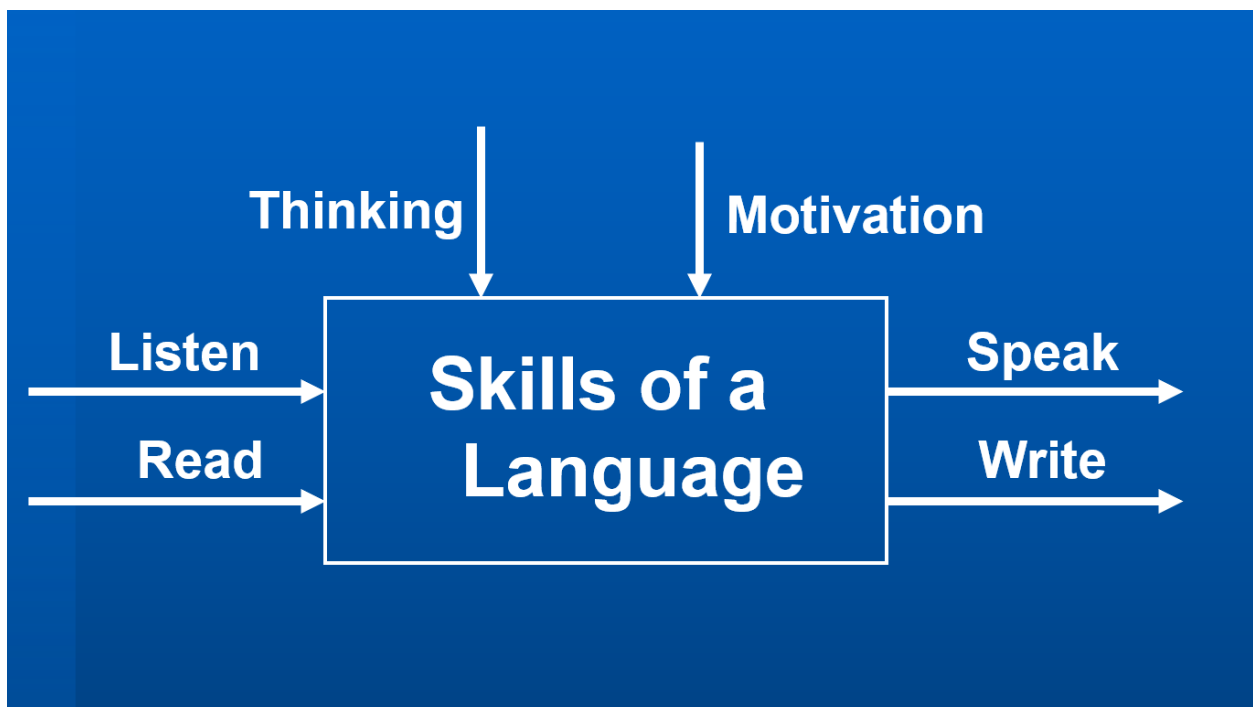
How would I develop myself? Self-Development Plans.

Human race evolved from time to time by the need of circumstances. For now, need is not enough to keep pace with era. That is why self-development is must. Before self-development, one must identify what s/he has to offer & what lacking they face in corporate. Then prepare a plan according to the findings. In this stage of the training participants get ideas about the necessity & how to make a suitable self-development plan for themselves. This class contains Listening Skills, Emotional Intelligence, Verbal Communication & Effective Speaking, Group Communication etc.
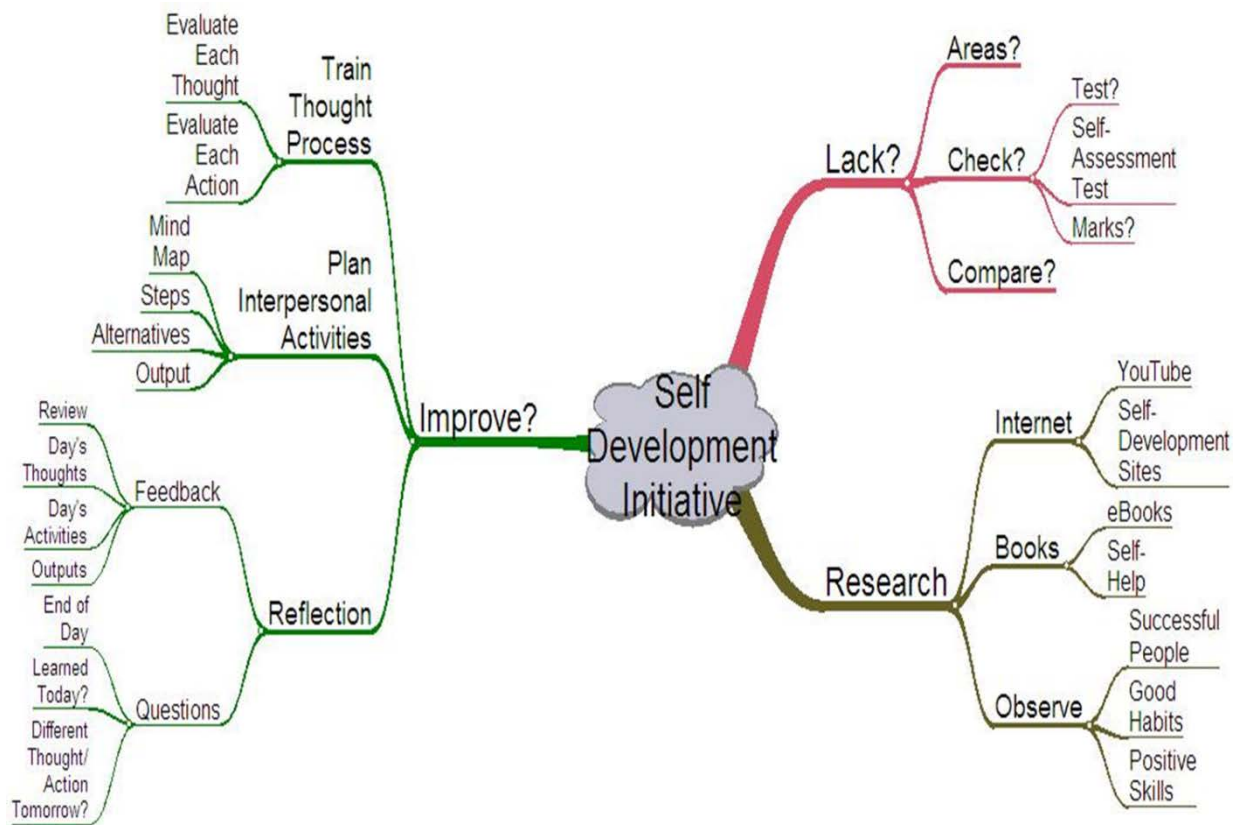
Is a habit of regular reading important? Habit of Reading.

"A reader lives a thousand lives before he dies, The man who never reads lives only one." – George R.R. Martin. Some people read to memorise, soeme read to learn. But, people are losing the habit of reading gradually. They are much more interested in watching videography or listening to audio. Throughout this class participats get to know how to develop reading habit & its effect in profrssional life.


Develop a reading habit in English:

- READ to learn
- READ for fun
- READ to find out
- READ to understand
- READ to improve
- READ to succeed
- READ for knowledge
- READ to write better

Do people need personal skills? Personal Skills.

Every person can be differenciated by their personal skills. Some special skillset is enough to create difference with a normal person with an extraordinary person. Their success depends on those skills. To act, work & present different from others, people need to find out & add some extra twist to their personal skillset. Candidate learn about why they need personal skills & how to develop & implement those skills in work.
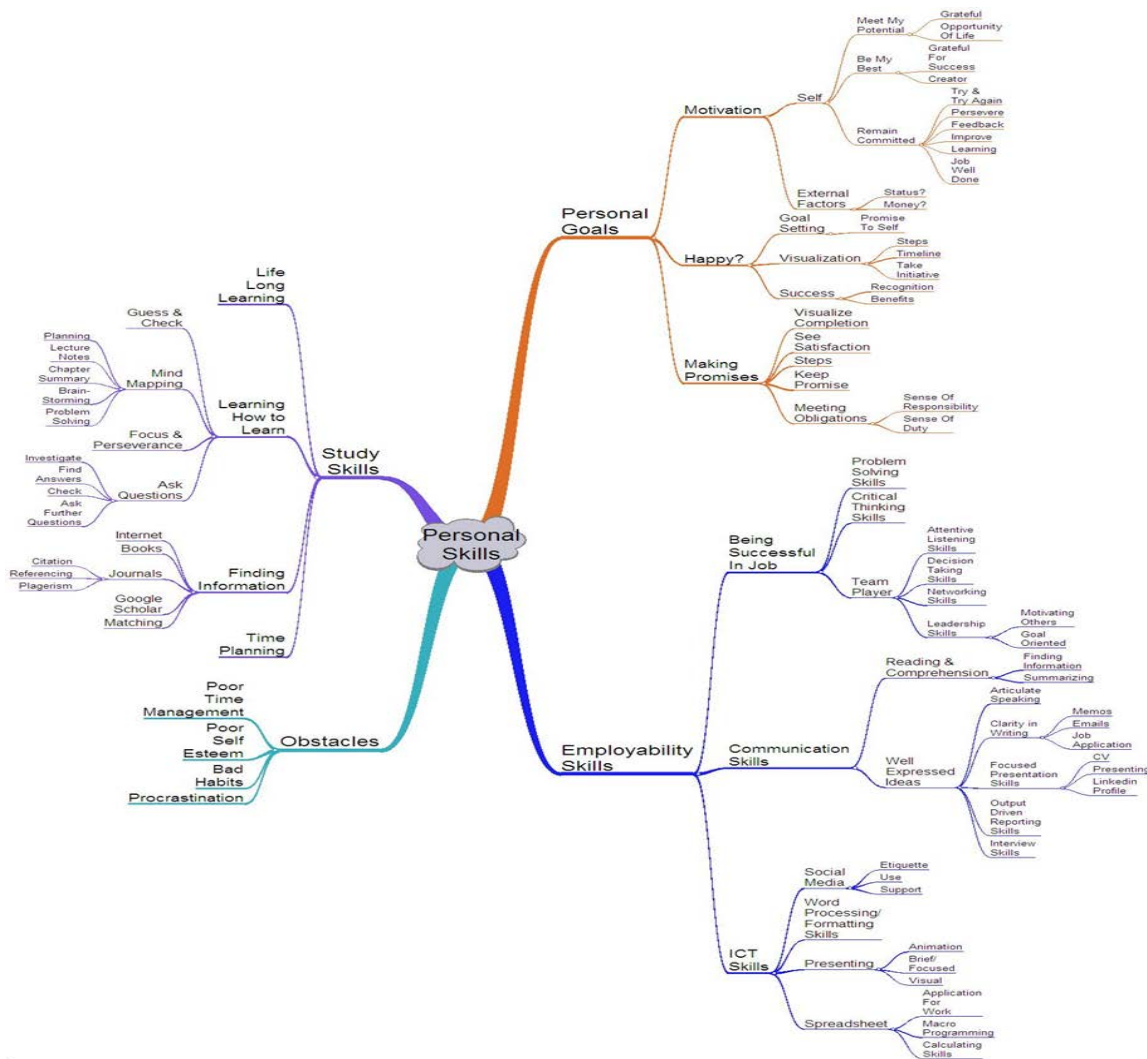
How to develop personal skills? Personal Skills.

Normal human being never born with a good quality of personal skill. Every person develop their skills by analysing, observing, learning & comparing personal skills with others. This process is called self appraisal. This leads to proper method of personal skill development. In this class the mentors main goal is to teach contributors how to develop personal skills through self appraisal.

Why do we read? Comprehension.

Studens usually read to pass the exam. Basically they memorise the words and just vomit on their exam paper. Their learning is ZIRO when their result is best in every situation. They failed to understand what the subject actually taught. This is where the instructor taught how to link students reading to their knowledge & to find answers from within the questions. This helps students understand their reading better.
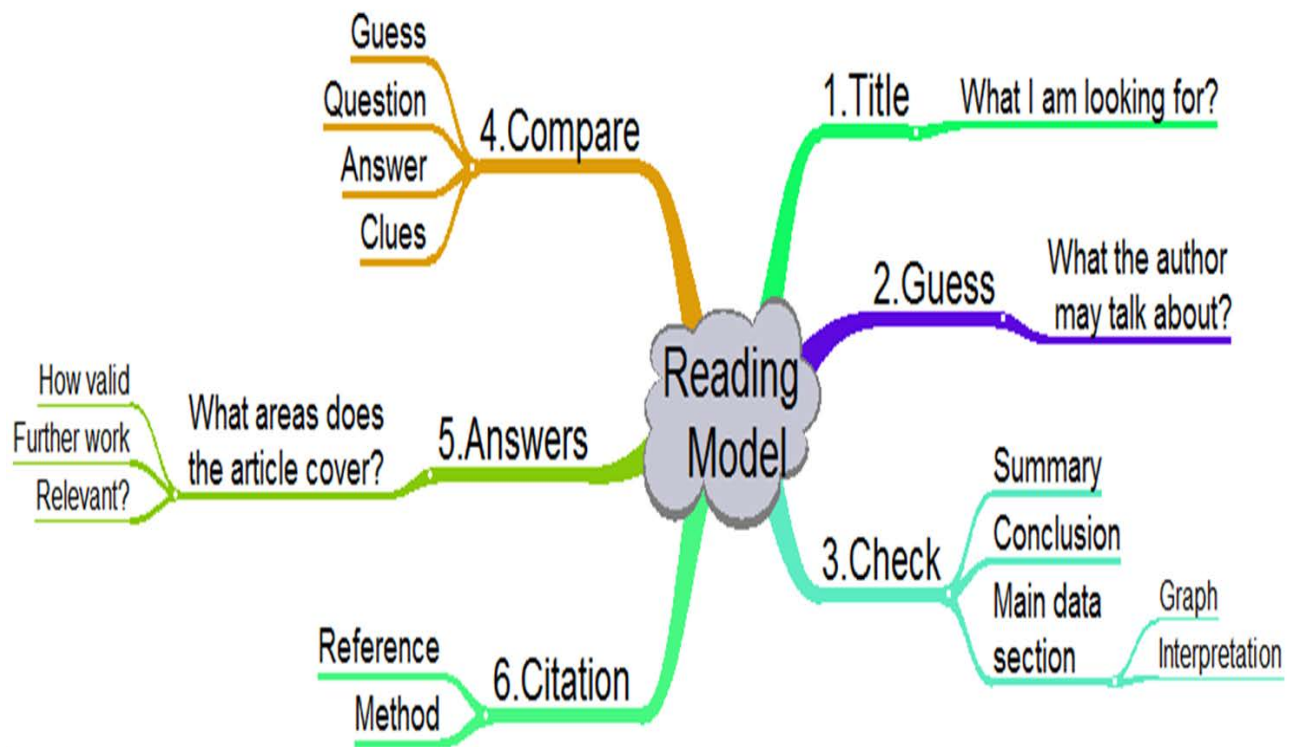
Do we know how to learn? Learning.

Learning is the process of acquiring new, or modifying existing, knowledge, behaviors, skills, values, or preferences. The ability to learn is possessed by humans, animals, and some machines; there is also evidence for some kind of learning in certain plants. Some learning is immediate, induced by a single event , but much skill and knowledge accumulates from repeated experiences. In this session students would be taught about how to learn fast.
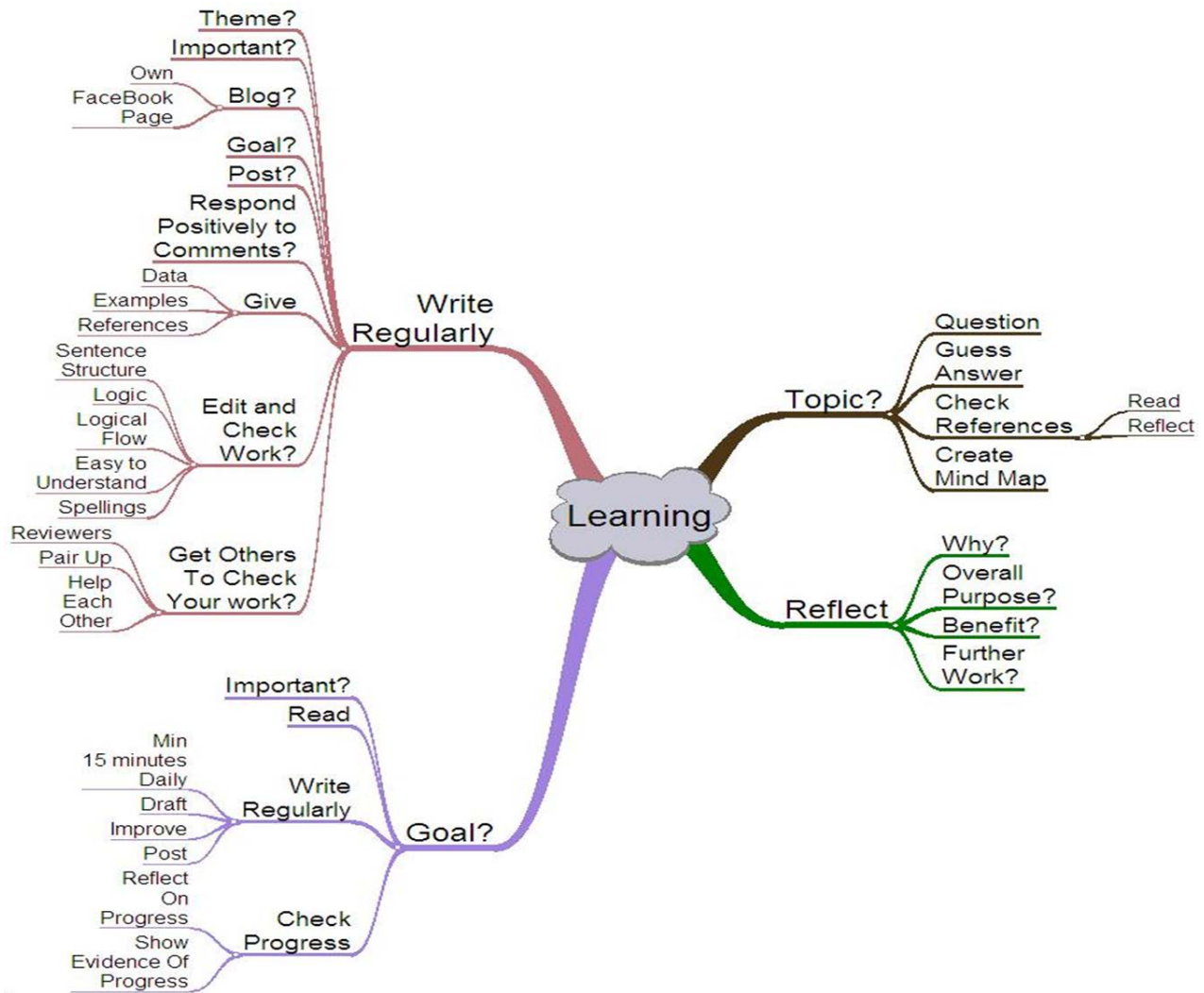
Is it important to be grateful? Gratitude.

Gratitude, thankfulness, or gratefulness, from the Latin word 'gratus" pleasing, thankful,is a feeling of appreciation felt by and/or similar positive response shown by the recipient of kindness, gifts, help, favors, or other types of generosity, towards the giver of such gifts. It is one of the best qualities any human being possess. In this class participants will be taught how to be greatfull and show gratitude.
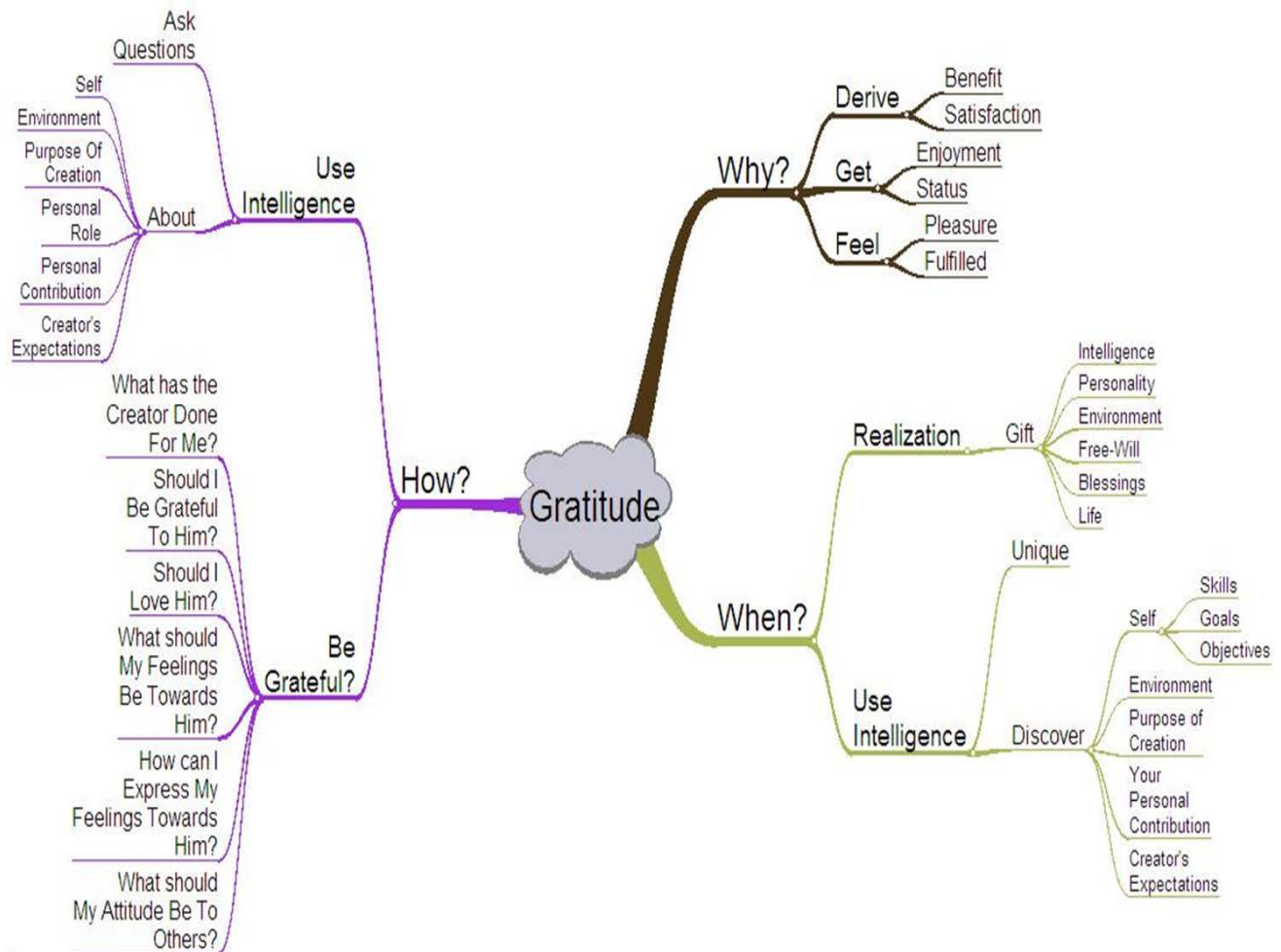
How to write a complete article? Complete Article.

To make a report for higher authority an employee must know how to prepare an article. Without this basic skill, communicaion will be hamper by no means. The main purpose of this class is to teach students the proper way of making a complete article.
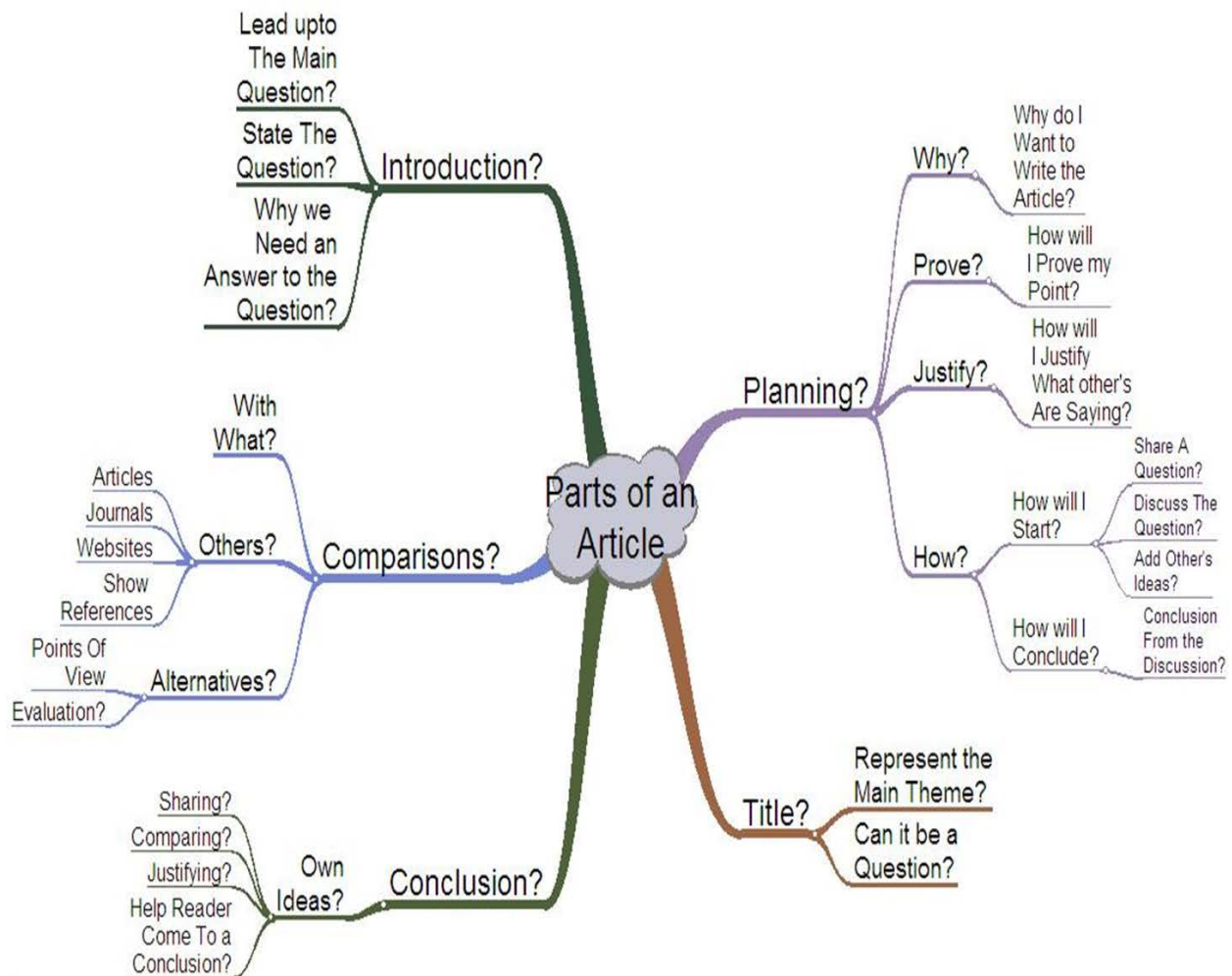
How would you do the project? Project Steps.

Properly planning a project & execute the project is another remarkable skill for corporate job. Every person has more or less experience about planning & execute a small project. But, organizational projects are much more bigger than those. During this session students will learn about making a plan of a project & how to execute that plan in an efficient & effective way.
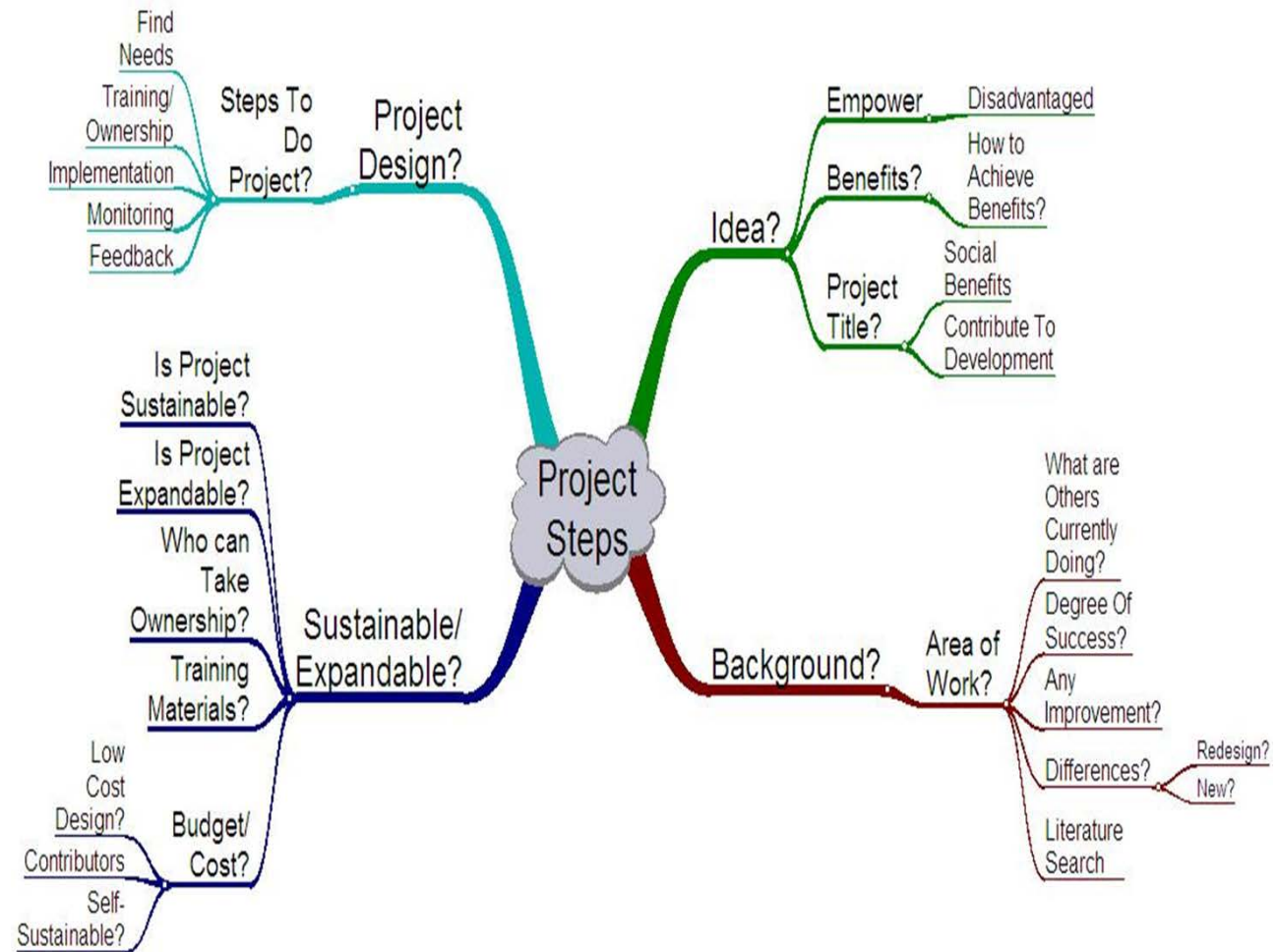
What should I document? Documenting.

Keeping every steps recorded helps an employee to keep track of their movement & progress of a project. It also assists for their plan execution process. So, clear idea & practice of documentation is another necessary aspect of a skilled employee. Throughout this session students will get knowledge about effective documentation process & get hands-on practice of documentation.
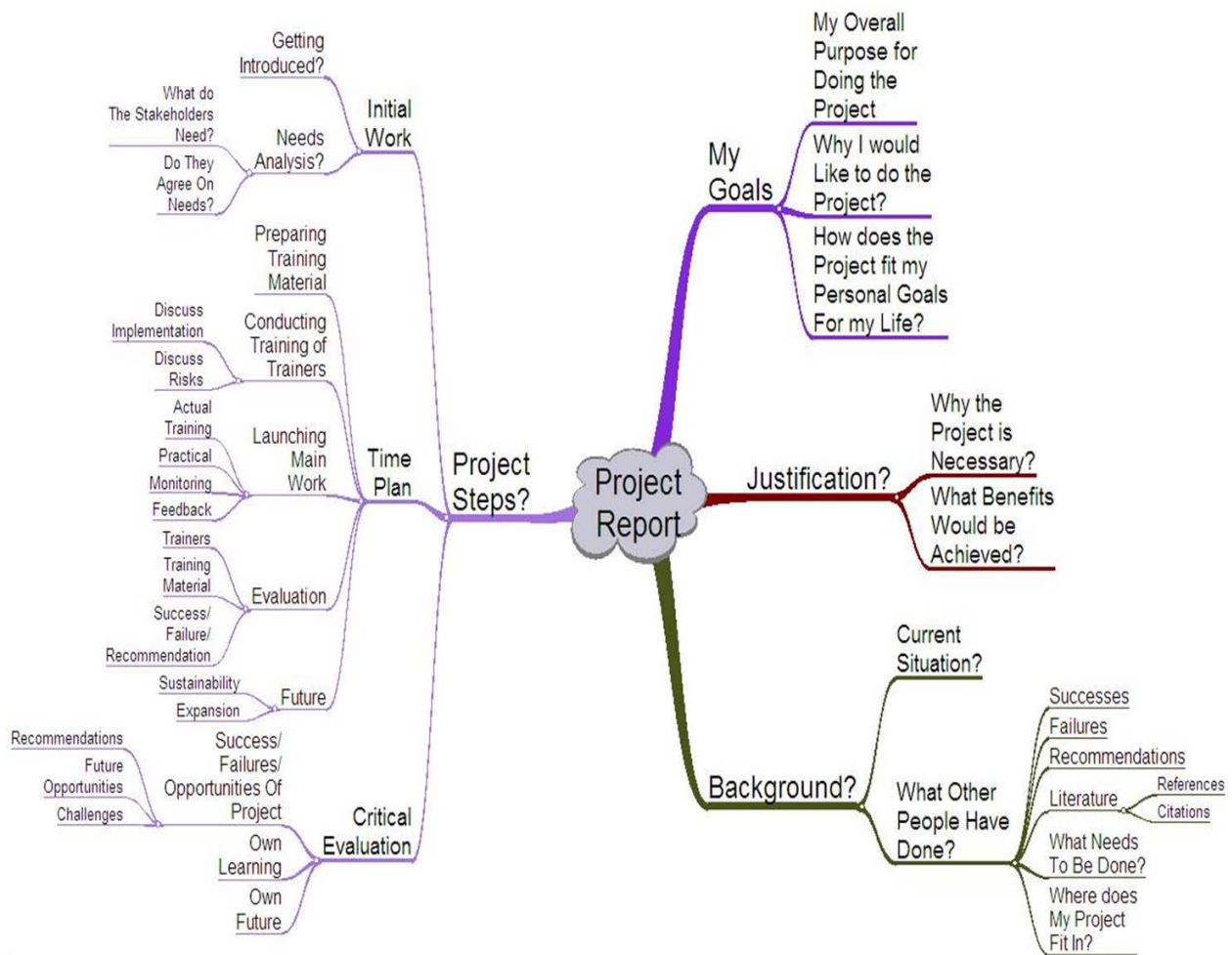
How will I know things are working? Checking Success.

When anyone is working on a project, it is a must observe every steps of the process & find out the progress. Self-development is such a project. In this stage students will be measure their own progress from the first day of class till present day.
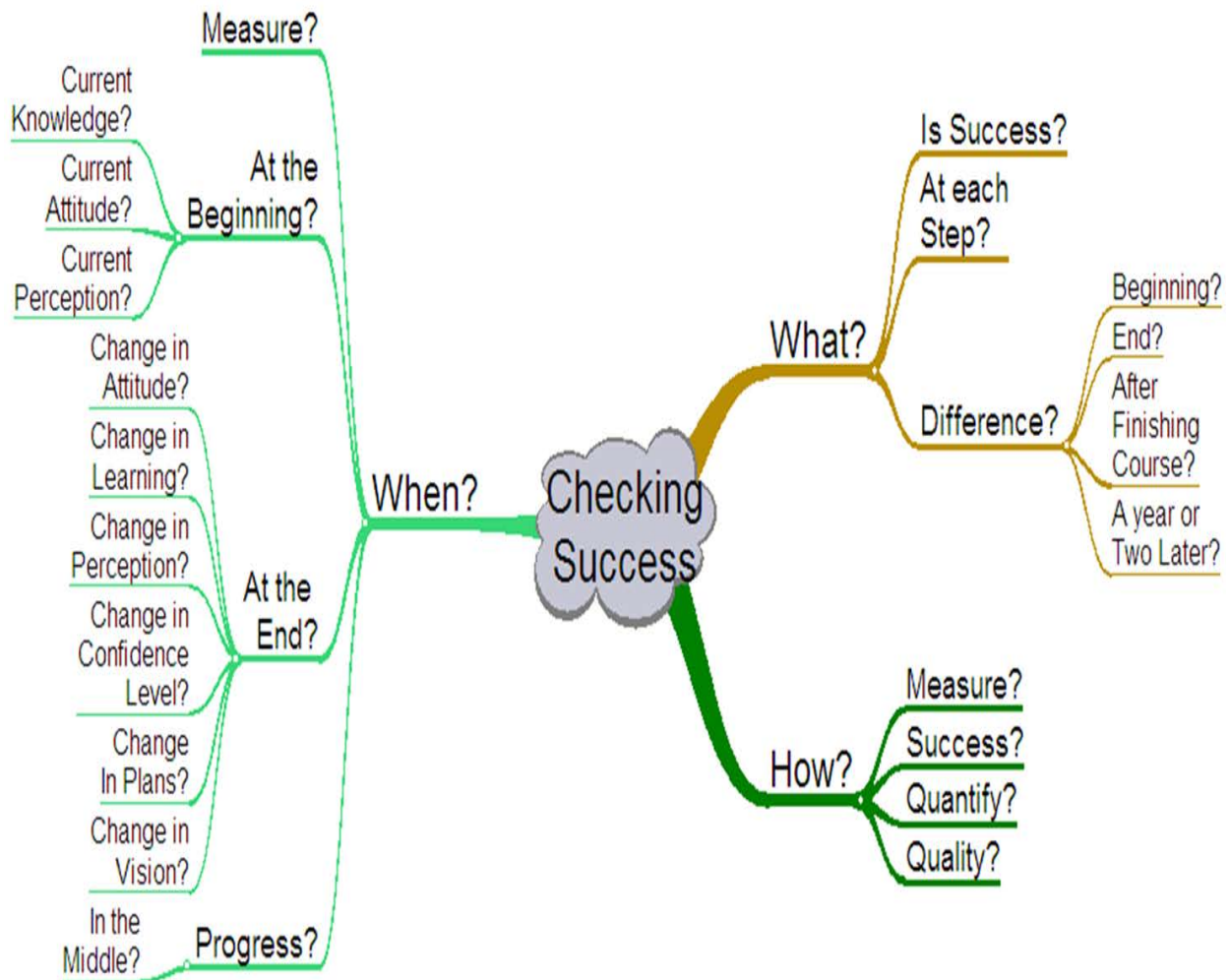
CHAPTER FIVE

Summary & Conclusion

Findings &Recommendations

Findings:

From the following discussion about the process of employability training, the findings are:

- Graduates/Students has no knowledge about what skills they lack (e.g. Personal skill-gap/ Professional skill-gap).
- Students are not aware of skill-based trainings.
- Method of teaching of academic course teachers is still bookish.
- This course is not available for mass students.
- Insufficient training schedule.
- Lack of trainers.
- Not available for academic students yet.
- Need professional's involvement.
- 3-hour long sessions.

Recommendations:

There are some recommendations on the findings:

- Arrange more skill-based training specialized for every department.
- Create awareness among students about why they need skill-based training.
- Teachers should focus on real-life alike hands on practice teaching method.
- Make the training more available for the students.
- Number of training should be increased.
- Train more Mentors/Trainers for mass involvement of the training.
- Introduce this training as a mandatory academic course for students.
- Arrange some sessions with Professionals from corporates to get idea about real corporate knowledge.
- Design 1.30 hour back to back two classes for better student involvement.

Conclusion & References

Skill development is such an essential aspect for the current job market. It is undeniable in every way. All academic outcome will be useless if a Graduate fails to deliver the work skills the organization seek for. Throughout this training, student practices about self-development, corporate relationship building, etiquette & gratitude, idea formulation, collaboration of ideas & successful idea implementation. This helps a graduate to boost their career & sustain in the competitive corporate world.

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