

REPORT

Ten Days Virtual International Workshop, 23rd August to 1st September, 2021

On

"21ST CENTURY SKILLS FOR PERSONAL AND PROFESSIONAL LIFE "



Jointly organized by:

Department of Psychology

&

Department of Social Work

Rajiv Gandhi University (A Central University),
Rono Hills, Doimukh – 791112
Arunachal Pradesh, India

In Collaboration with:

Department of Psychology

Banaras Hindu University

Varanasi

&

The Society of Industrial and Organisational Psychology (SOIOP)

India

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I also express my deepest gratitude to the Pro-Vice Chancellor, Prof. Amitava Mitra and the Registrar, Dr. N. T. Rikam, who always boosted my morale and has been a guide helping me through thick and thin. I am indebted to you both for your guidance. I also extend my gratitude to Prof. Tana Showren, Dean, Faculty of Social Science, RGU for valuable guidance and support.

I also extend my gratitude to Prof. Sandeep Kumar, Dr. K.P. Singh and my loving and dedicated colleagues, guest faculty members, research scholars and students for providing me with emotional and moral support; their cooperation and support can never be forgotten.

Organizing Convenor

PART 1: PREFACE

1.1 The University

Rajiv Gandhi University (formerly Arunachal University) is the premier institution for higher education in the state of Arunachal Pradesh located at the picturesque tabloid of Rono Hills approximately 25 km away from the state capital Itanagar. Late Smt. Indira Gandhi, the then Prime Minister of India, laid the foundation stone of the University on 4th February 1984 at Rono Hills. Ever since its inception, the University has been trying to achieve excellence and fulfill the objectives as envisaged in the University Act. The University was recognized as a Central University in the year 2007 established under the Act of Parliament. Being the only Central University of the State at present there are Twenty Six (26) Departments and Two (02) Institutes functioning under Nine (09) Academic Faculties. The Faculty members have been actively engaged in research activities. The University has been maintaining its academic excellence and individuals from its alumni group are contributing at significant positions not only in State and Central Government Services, but also in various Institutions, Industries and Organizations.

About the Organizing Department/Organization

DEPARTMENT OF PSYCHOLOGY, RAJIV GANDHI UNIVERSITY

The Department of Psychology was established in the year 2017 with two Assistant Professors. Currently the Department is running with four Assistant Professors and 3 Guest Assistant Professors. The Department was set up to develop an awareness of the importance of studying human behaviour and the societal relevance of psychology. The Department offers M.A. Psychology which is of four semesters and the curriculum is so designed as to provide strong theoretical, methodological and contemporary knowledge of various areas of Psychology to the students. The purpose is to equip the students with knowledge, skills and values to become effective and competent professional psychologists. During the course, the students are taken for field visit at mental health centres and counselling cells besides interactive classroom teaching and laboratory training. Time to time extended lectures from experts in relevant field is also conducted. This academic training enables the students to work in a broad range of settings such as medical, organization, counselling centres, NGOs,

researchers and academicians. The department has also started offering PhD programme with 4 Research Scholars from the academic session of 2021.

DEPARTMENT OF SOCIAL WORK, RAJIV GANDHI UNIVERSITY

The Department of Social Work (DSW) at Rajiv Gandhi University was established in 2015. It aims at providing quality Social Work Education. DSW at RGU is the first full-fledged Department of Social Work offering face-to-face Master of Arts in Social Work programme in Arunachal Pradesh. The Department offers the Doctoral Programme (from June 2018 onwards) and the two years Masters Programme (based on Choice Based Credit System-CBCS). The impetus of social work education in the University is to capacitate the students so that they make an impact in the lives of the people especially the underprivileged and disempowered communities in the state of Arunachal Pradesh and the north eastern region. Therefore, the pedagogy is structured in such a manner that the issues and concerns of the region are addressed and students are engaged actively in the field to become sensitized in creating a socially just and equal society through their contribution.

DEPARTMENT OF PSYCHOLOGY, BANARAS HINDU UNIVERSITY

The Department of Psychology, BHU, is one of the premier Department which, right from its inception in the year 1949, has incessantly strived to inculcate the motto of scientific rigour in its students. The Department obtained its independent status in 1962 and it has maintained its tradition of equal emphasis on experimentation as well as on applied areas. It has 7 well-equipped laboratories that are currently the most advanced in this country and can compete with any good laboratory abroad. the Department of Psychology launched an innovative and job oriented two year's (4- Semesters) Master of Personnel Management and Industrial Relations Course.

THE SOCIETY OF INDUSTRIAL AND ORGANISATIONAL PSYCHOLOGY (SOIOP)

The Society of Industrial and Organisational Psychology was established in January, 2018 by the academicians and researchers from Banaras Hindu University, University of Rajasthan, S. N. D. T. Women's University, Aligarh Muslim University, IIT-Kharagpur, IITRoorkee, IIT-Jodhpur, IIM-Ranchi, IIM-Rohtak, NIT-Patna; other Universities, Institutes and; Human Resource Managers working in different private and public sector organisations such as Coal India Ltd., Powergrid, NTPC, L&T etc. The society aims to encourage the existence of a fair

and humane workplace in India, to which all have an equal opportunity of access and within which all can perform according to their abilities, can develop to their full potential and can experience a high quality of work life.

1.2 Sponsoring Agency

Nil.

1.3 Background of the Conference

Skills are basically the art of using systematic knowledge about technical aspects and human behaviour to improve personal and professional life. For balancing personal and professional life one needs to learn and develop set of skills so that he/she can perform better in both personal and professional domains of life. Organizational success is the extent to which the person is productive and satisfies the demands of interested parties, such as employees, customers, and investors. On the other hand, social and family life also plays major role in making life happy and satisfied. Developing effective technical as well as human relation skills is crucial to establishing and maintaining productive personal and professional relationships. Good communication and attention typically lead to increased levels of productivity and job satisfaction. Human relations skills make working in groups and teams possible. Increased opportunities for understanding among diverse groups are one of the benefits of a business environment that fosters open and sincere communication.

1.4 Objective of the Conference

- ❖ Developing effective technical as well as human relation skills.
- ❖ Promote good communication and attention skills.
- ❖ Increased opportunities for understanding among diverse groups.
- ❖ To make the participant aware about the different knowledge bases and aptly using them for personal and professional success.
- ❖ The workshop offers some vital lessons with the help of practical exercises, games, videos, case studies and interactive sessions to master skills vital in 21st century.

1.5 Outcomes of the Conference

The expected programme outcomes of the current conference are specified below:

- ❖ Developing effective human relation skills to both students and professionals.
- ❖ Learning techniques to inculcate good communication and attention skills.

- ❖ Better understanding among diverse groups and diverse culture.
- ❖ Awareness about the different knowledge bases and aptly using them for personal and professional success.
- ❖ Learn vital practical lessons to master the interpersonal skills vital in bringing balance to personal and professional life.

1.7 Resource Persons for the Virtual International Workshop

- ❖ **Prof. Sibnath Deb**
Director, RGNIYD Ministry of Youth Affairs & Sports, Tamil Nadu, GoI
- ❖ **Prof. Claude Helen Mayer**
Industrial and Organisational Psychology and Personnel Management University of Johannesburg, Johannesburg, South Africa
- ❖ **Dr. Rajnish Ratna**
Associate Professor, Gedu College of Business Studies Royal University of Bhutan, Gedu Chukha, Bhutan
- ❖ **Prof. Luis Borao Zabala**
Department of Psychology University of Zaragoza, Zaragoza, Spain
- ❖ **Prof. Yasuhiro Kotera**
Academic Lead for Counselling, Psychotherapy & Psychology University of Derby, Derby, United Kingdom
- ❖ **Mr. Alexander Haener**
Haener Managing Director Phoenix Resilience, Basel, Switzerland
- ❖ **Dr. Sanjay Kumar**
Senior Lecturer-Psychology Brookes University, Oxford, United Kingdom
- ❖ **Dr. Rabindra Kumar Pradhan**
Associate Professor, Department of Humanities and Social Science, IIT, Kharagpur
- ❖ **Dr. Rita Rani Talukdar**
Associate Professor Gauhati University, India
- ❖ **Mr. Basant Krishna Tripathi**
Director HR–Global HR Business Partner AVEVA, Cambridge, United Kingdom.
- ❖ **Ms. Debati Ghosh**
Managing Director, Metanoia Consulting, Reading, England, United Kingdom
- ❖ **Ms. Dibya Verma**
HR and Corporate Trainer, International University of Applied Sciences, Dornbirn,

Austria

❖ **Dr. Juhi Deshmukh**

Assistant Professor, Department of Psychology, Savitribai Phule University, Pune, INDIA

❖ **Prof. Archana Kushwaha**

Professor, Department of Food & Nutrition, G.B. Pant University of Agriculture and Technology, Pantnagar, INDIA

❖ **Ms. Ivy Roy**

Freelance HR Consultant, Singapore

❖ **Dr. Nilesh Thakre**

Department of Psychology
SNDT Women's University Mumbai, India

❖ **Dr. Narsingh Kumar**

Department of Psychological Sciences School of Human Sciences
Central University of South Bihar Gaya, India

❖ **Prof. Dharmendra Jain**

Department of Cardiology, Institute of Medical Sciences, Banaras Hindu University Varanasi, India

❖ **Prof. Sandeep Kumar**

Department of Psychology Banaras Hindu University Varanasi, India

❖ **Dr Ritu Sharma**

Department of Liberal Arts,
Pandit Deendayal Energy University, Ahmedabad, India

1.8 Target Group

This workshop is open for all the stakeholders who have a keen learn effective skills for balancing their personal and professional life, such as, student, teacher, any professional.

1.9 Proposed Date of the National Virtual Conference

The proposed Ten days Virtual International Workshop (Equivalent to FDP) was successfully conducted from 23rd August to 1st September, 2021.

1.10 Estimated Budget

The estimated total budget of the programme is Rs. 55,000/- which includes honorarium to the Resource Persons and other Miscellaneous Expenses.

1.11 Mode of Operation:

The program was conducted virtually on the online platform called 'Google meet'.

PART 2: SESSION WISE DELIBERATION

2.1 Inaugural Session:

The inaugural session was graced by honourable Vice chancellor of RGU Prof. Saket Kushwaha, Prof. Saroj Verma, Head, Dept. of Psychology, BHU, Secretary, SOIOP, India, Dr. Kaushalendra Pratap Singh, Head (In-charge), Dept. of Social Work, RGU, Dr. Dharmeshwari Lourembam, Head (In-charge), Dept. of Psychology, RGU, resource persons of the workshop and participants.

The welcome address was delivered by Dr. Dharmeshwari Lourembam, Organizing Co-ordinator of the workshop and Head (in-charge), Dept. of Psychology, RGU. She welcomed the dignitaries and expressed her warm, solicited greetings to the participants for fruitful deliberation and interaction on the topic. This was followed by briefing of the workshop by Prof. Sandeep Kumar The Secretary Society of Industrial and Organizational Psychology (SOIOP) where he talked about the importance of such workshops in bringing a well-balanced professionals and more effective workforce. He also highlighted about the diverse resource persons coming together for this platform for this productive endeavour. The Guest of Honor Prof. Saroj Verma Head, Department of Psychology, Banaras Hindu University, also welcomed all the dignitaries, resource persons and participants and highlighted the important skills for balancing the work life and personal life spheres. Thereafter, the Speech was delivered by the Chief Guest of the Inaugural Function Prof. Sibnath Deb Director, Rajiv Gandhi National Institute of Youth Development, noted the important components of emotions and effective communication and coping skills required for a wholesome and balanced life. He also deliberated on the importance of skill development and entrepreneurship to streamline oneself with the goals of being a “Aatma Nirbhar” nation.

Honourable Vice Chancellor Prof. Saket Kushwaha, emphasised on the importance of soft skills and other life skills in acquiring professional success. He also emphasized on the importance of balance between personal and professional life in navigating through the challenges of life.

Dr. Kaushalendra Pratap Singh, Head (in-charge), Dept. of Social Work, proposed the Vote of thanks expressing his gratitude on behalf of the entire organizing committee towards the esteemed dignitaries and participants.

2.2 Technical Session 1 (23rd August, 2021)

Speaker: Prof. Sibnath Deb, Director, RGNIYD Ministry of Youth Affairs & Sports, Tamil Nadu, GoI

Prof. S. N. Deb, Director, RGNIYD, Sriperumbudur, India was the first speaker of the technical sessions who emphasised on the changes in our education system and growing emphasis on skill development under his presentation on “Understanding Skill Development”. He talked about the five types of skills - Hard Skills, Soft Skills, Physical Skills, Life Skills Cognitive Skills and explained how they come from education and experience. Furthermore, he also deliberated on the other type of skills required in the 21st century such as critical thinking, problem solving, research skills, creativity, self-direction, and oral and written communication, leadership, teamwork, self-discipline etc.

2.2 Technical Session 2 (23rd August, 2021)

Speaker: Prof. Claude-Hélène Mayer, Department of Industrial Psychology and People Management, University of Johannesburg, South Africa

Next an excellent deliberation was made by Prof. Claude-Hélène Mayer, Department of Industrial Psychology and People Management, University of Johannesburg, South Africa, on the topic of Emotion Management and Emotional intelligence in the era of the Fourth Industrial Revolution. With a storm of digitalisation in education system managing emotions and emotional intelligence would take centre stage even above IQ. She elaborately discussed the various dynamics of emotional Intelligence, positive psychology and at the end mitigating negative emotions through CASMAC.

2.2 Technical Session 3 (24th August, 2021)

Speaker: Dr. Nilesh Thakre, Department of Psychology, SNTD, Women’s University Mumbai, India

Dr. Nilesh Thakre, Department of Psychology SNTD Women’s University Mumbai, India, presented the first lecture of the Day on the topic of skills that make one a great leader. He talked about the leadership attributes as well as approaches, vision, innovativeness and skills provided and insights into this important aspect.

2.2 Technical Session 4 (24th August, 2021)

Speaker: Mr. Alexander Haener Managing Director, Phönix Resilience, Basel, Switzerland

The second session for the day provided an elaborate understanding into stress in life, various types of stress and measuring it through various biological parameters. It was delivered by Mr. Alexander Haener, Managing Director Phönix Resilience Basel, Switzerland. He also presented experimental evidences on positive effect of meditation on reducing stress significantly and emphasised resilience in overcoming stress.

2.2 Technical Session 5 (25th August, 2021)

Speaker: Ms. Ivy Roy, Freelance HR Consultant, Singapore

Third day session was presented by Ms. Ivy Roy, Freelance HR Consultant, Singapore, on the topic “Work life balance”. Where she presented some real-life situation to emphasize importance of work-life balance and stress upon being creative in your approach. She highlighted how identifying yourself with work can become a lopsided approach and yield negative outcomes, wherein one’s hobbies can come to the rescue and build a harmony in life. More the diversity more the harmony in life was a key learning from the session.

2.2 Technical Session 6 (25th August, 2021)

Speaker: Prof. Yasuhiro Kotera Academic Lead for Counselling, Psychotherapy & Psychology, University of Derby, Online Learning, Derby, United Kingdom

Prof. Kotera delved on the topic of the Current state of mental health in the work place during the pandemic situation. The speaker highlighted how stigma/shame associated with mental health led to mental health training becoming inefficient and how music, deep breathing, sleeping, talking, meditation, exercise are some sources of reducing stress levels. Prof. Yasuhiro Kotera described how Low shame, high self-compassion and high work-life balance leads to low mental health problems. Also he explained how positive self-compassion helps in reducing stress as Self-compassion is a self-care behavior.

2.2 Technical Session 7 (26th August, 2021)

Speaker: Dr. Rajnish Ratna, Gedu College of Business Studies Royal University of Bhutan, Gedu Chukha, Bhutan

“Competency development for effective teaching and learning” was the theme on which Dr. Rajnish Ratna Gedu, Bhutan discussed various aspects of learning process, critical thinking and competency mapping. Dr. Ratna elaborated on how in the 21st century, learning, unlearning and relearning are more important to maximize our competency for effective teaching and learning process. He also explained how behavior and motivation is very important factors related to competency and competence is only related to work related knowledge. He discussed how skills, knowledge, personal attributes, and behavior are the four components of competency and are useful for training to develop job performance. In the educational institute present teaching -learning process need to reform as like Bloom’s Taxonomy Model, We have to change the educational objectives and goals in changing scenario. We want to include the three important point that is analysis, evaluate and create in present educational system

2.2 Technical Session 8 (26th August, 2021)

Speaker: Ms. Debati Ghosh Managing Director, Metanoia Consulting, Reading, England, United Kingdom

The next session was presented by Ms. Debati Ghosh, Managing Director, Metanoia Consulting, Reading, England, United Kingdom, on “skills of tomorrow and future of work” where the key aspect was in what way the recent technologies is going to define how we connect with our people. Multitasking and its share of stress on people and requirement to address it where some of the very practical aspects of the session.

The core skills are like a cognitive skills, interpersonal skills, flexibility, self-leaderships and digital skills. In the cognitive skills we want to adopt critical thinking, critical thinking skills is top important skills for tomorrow. In critical thinking are you able to solve the complex problem in more structure way, unbiased solutions design in particular situation is most important.. Planning and ways of working, communication and mental flexibility are also important. Communication is important in this growth of digital technology with the increasing automation around us. Interpersonal skills also important Mobilizing the system, Developing relationships and Teamwork effeteness are more important components. Self-awareness and self-management, entrepreneurship, goal achievement are in leadership skills

required Cope up with uncertainty of job this become important. Sociability also becomes an important role. If you need to stay relevant you need to be aware about your organizational development.

2.2 Technical Session 9 (27th August, 2021)

Speaker: Dr. Narsingh Kumar, Department of Psychological Sciences School of Human Sciences, Central University of South Bihar Gaya, India

Dr. Narsingh Kumar, Department of Psychological Sciences School of Human Sciences Central University of South Bihar Gaya, India, presented on “Skills for sustainable future” where environment was the key aspect and how we can change our day-to-day habits by eco-consciousness, Reducing our carbon footprints through our synergy with nature. The perception of environment and the inter connectedness of environment, economic factors and social factors are involved in sustainability. We should make a balance in these three factors. We need a global mindset of global environment. We need to strengthen our green skills in the workplace as well as in our houses. We need a global mind set.

2.2 Technical Session 10 (27th August, 2021)

Speaker: Mr. Basant Krishna Tripathi, Director, HR–Global HR Business Partner, AVEVA, Cambridge, United Kingdom

The next session by Mr. Basant Krishna Tripathi, Director HR–Global HR Business Partner, AVEVA, Cambridge, United Kingdom, presented on “Train for tomorrow the new normal” where he emphasized that human capital needs to upscale their skills to adapt to changing world. He insisted on how we need to prepare for future through technological advances and be open to acquire new information, skills and attitude.

2.2 Technical Session 11 (28th August, 2021)

Speaker: Dr Ritu Sharma, Department of Liberal Arts, Pandit Deendayal Energy University, Ahmedabad, India

The day started with a focus on work life balance in covid era by Dr Ritu Sharma, Department of Liberal Arts, Pandit Deendayal Energy University, Ahmedabad, India, where various theories were mentioned in work life balance and emphasized on keeping things in perspective, prioritising, multitasking for achieving a realistic goal. She insisted that

individual balance and work life balance is in the form of circular phenomena for a day which include all factors and these factors move around us to maintain work life balance which include career, financial factors, friends and family, health, personal development, fun factor other significant work and also spiritual factors. In the corvid situation ability to anticipate things, courage to deal with ambiguity and proficiency in adaptability and cultural diversity are individual deal with them. How much time we spend in daily or weekly and also yearly basis spent various segment in life in the career, friends, relationships, family, home, leisure time, play and other significant factors is an important factor. Ideally all these factors are similarly equal important.

2.2 Technical Session 12 (28th August, 2021)

Speaker: Dr. Sanjay Kumar, Senior Lecturer Psychology Oxford Brookes University Oxford, United Kingdom

The next session by Dr. Sanjay Kumar, Senior Lecturer Psychology, Oxford Brookes University, Oxford, United Kingdom, emphasized Mental Health issues in our lives and being aware and recognising mental health as important and like other illness is a normal part of the life. Prof. Sanjay Kumar insists that the Mental ill health contributes increase worldwide. There are individual needs to support in all manner in everyday life for making right design in right time. The recognition of disability of mental ill ness is critical. The wrong reaction from the students is related to depression.it includes that is not limited only demands only they should participate in society for expressions of their problem. Mental health continuum model explains not only mental illness it provide the solution about the problems.

2.2 Technical Session 13 (29th August, 2021)

Speaker: Prof. Dharmendra Jain, Department of Cardiology, Institute of Medical Sciences, Banaras Hindu University Varanasi, India

Prof. Dharmendra Jain, Department of Cardiology, Institute of, Medical Sciences, Banaras Hindu University, Varanasi, India, presented on the topic “Managing physical health: A Cardiologist Perspective” where he emphasized the role of exercise, yoga in maintaining a healthy heart. Very importantly he distinguished pain due to cardiac arrest and other reasons that could be life-saving at times. He also insisted on how to care of hart and other important part of body. The hart disease is an acquired disease because of life style. Smoking, obesity, alcohol and stress are most important factors related to heart disease. Moderate physical

activity helps maintain good health. Eating Healthy Diet and maintain body mass index is necessary to avoid bad physical condition.

2.2 Technical Session 14 (29th August, 2021)

Speaker: Prof. Sandeep Kumar, Department of Psychology Banaras Hindu University Varanasi, India

Next session of the day was conducted by Prof. Sandeep Kumar, Department of Psychology, Banaras Hindu University, Varanasi, India, on the topic “creativity, innovation and life”, which provided an assessment for the participant’s creativity and was quite interactive. Further the session emphasized creativity as a basis of innovativeness and both the cerebral hemispheres are involved in making creative thinking to be valuable in life through neural networking.

2.2 Technical Session 15 (30th August, 2021)

Speaker: Prof. Archana Kushwaha, Department of Foods & Nutrition, Govind Ballabh Pant University Pantnagar, India

The role of Nutrition in mitigating stress was discussed by Prof. Archana Kushwaha from G.B. Pant Institute of Agricultural Sciences, Pantnagar, India, where nutrition, exercise, depending more on local fruits/ vegetables than exotic ones, traditional recipes being healthier were the key aspects. Prof. Kushwaha deliberated on the various factors related to stress that is types of stress, statistics, systems, stress management and how to deal with and manage the stress. If we can manage diet then reduce stress. She also stressed the role of carbohydrates, fats, vitamins and vegetarian diet and also negative effect of alcohol, caffeine. Furthermore, the importance of exercise, yoga, and swimming in socialization and eating and life style behavior.

2.2 Technical Session 16 (30th August, 2021)

Speaker: Prof. Luis Borao Zabala, Department of Psychology University of Zaragoza Zaragoza, Spain

Prof. Luis Borao Zabala, Department of Psychology, University of Zaragoza, Zaragoza, Spain, deliberated on the topic of “About third Generation Psychotherapies (Mindfulness and

Acceptance)”, wherein reducing the thoughts/ self-talk and increasing the awareness of surrounding was a key feature of the session.

He deliberated on the importance of awareness of present moment without judgement, is the base of mindfulness. This is a important tool for measuring a psychological interventions. Mindfulness is technique to divert thought process from positive to negative and bring at present which is related to imagination process, this technique comes from Buddha’s meditation. By practicing of mindfulness tool we make our mind more creative.

2.2 Technical Session 17 (31st August, 2021)

Speaker: Dr. Rabindra Kumar Pradhan Department of Humanities and Social Sciences, Indian Institute of Technology Kharagpur, West Bengal

Dr. Rabindra Kumar Pradhan, Department of Humanities and Social Sciences, Indian Institute of Technology, Kharagpur, presented an insight into emotional quotient skills and competencies and one can improve upon oneself in their profession. From this lecture, the border concept of emotional intelligence, difference between EQ and IQ was insisted. Our felling thinking and action all are interrelated. So the role of emotional management is become a more important in professional and personal life. Interpersonal relationship important in work place. The Person with low EI and high with high EI make very big difference in relationship. In the workplace commitment s towards work is reflected in companionate joy. Application of emotional intelligence in work place is become important factor.

2.2 Technical Session 18 (31st August, 2021)

Speaker: Ms. Divya Verma, HR and Corporate Trainer, International University of Applied Sciences, Dornbirn, Austria

Ms. Divya Verma, HR and Corporate Trainer, Austria, deliberated on “Cross cultural competency” which would be very important in universities that promotes diversity as well as working in different cultural setups in Indian as well as abroad. The speaker explained how through interactions between the cross-culture, can lead to the understanding of cross-cultural behavior, communication and increase workplace harmony. She emphasized how if we don’t know these skills we cannot survive globally there is also customer diversity in cultural

background so the employee know about this and this is the important factors to develop worldwide for growth of company. The competent employee are more open to the views of others.

2.2 Technical Session 19 (1st September, 2021)

Speaker: Dr. Rita Rani Talukdar, Department of Psychology Gauhati University Guwahati, India

Dr. Rita Rani Talukdar, Department of Psychology, Guwahati University, presented on a very important topic “Effective communication skills” which is important in our day to day lives as well as in professional sphere. The tone, the language, attitude all contributes towards the message you convey and can become essential in connecting with people. She explained how communication is a very essential part of life and is a phenomenon of transferring the message. Verbal, non-verbal and written communication are three types of communication. Along with verbal communication non-verbal communication also important. Written communication important in official matters. She also emphasized how communication to the sender and receiver point of view is important.

2.2 Technical Session 20 (1st September, 2021)

Speaker: Dr. Juhi Deshmukh, Department of Psychology S B Phule University Pune, India

Dr. Juhi Deshmukh, Department of Psychology, S B Phule University, Pune, India, deliberated on topic “Being a Hero: A work life fit Perspective” where the importance of self-reflectance, self-confidence and motivation can play a role in making you successful in your carrier. She explained how changing views of virtues and patterns of life style becomes a more important to understand new life styles in the changing scenario and smother journey of life. Running behind the happiness work life balance become a difficult. Work life balance is not like a running from work or do the less work but it is factor of manage stress and do the good quality work in workplace as well as in home.

2.2 Valedictory Function (1st September, 2021)

The valedictory session of the 10 Day event hosted virtually by Department of Social Work commenced with a welcome address from Dr. Dharmeshwari Lourembam, Head i/c, Department of Psychology, RGU with a positive message to the participants that good things

need to end for better things to begin. Prof. Sandeep Kumar, Secretary, SOIOP briefly summarized on the proceedings of the 10 days' workshop mentioning that over twenty resource persons across the continents enriched the participants through their qualitative input. Prof. Saroj Verma, Head, Department of Psychology, Banaras Hindu University, Varanasi congratulated the organizing committee for successful conduction of the program. She also congratulated the participants for successfully completing the workshop and asked them to use their acquired knowledge for the well-being of oneself and society. Dr. N.T Rikam, registrar, RGU highlighted the importance of honesty, integrity, positive attitude, adaptability, and problem-solving skills. He also focused on culture sensitivity and willingness to learn more in one's professional life.

Prof. Otem Padung, Finance Officer, RGU, stressed on the significance of developing a good leadership skill for better society and the importance of integrating ICT as a channel to promote such skills.

Prof. Tana Showren, Dean Faculty of Social Science, RGU, also stressed on the importance of digital technology and on taking advantage of technology driven knowledge with a reference to Yuval Nova Harari on cognitive revolution civilizational history of humanity. He also focused on the importance of media literacy, technology literacy, and ability to think critically. Prof. Amitava Mitra, Pro VC, RGU, highlighted the rise of global economy, third world consumerism, and rapid rise in private enterprise and the need of different types of skills to cope with these changes such as critical thinking to form judgement and logical conclusion, encourage creativity to generate new ideas, to encourage collaboration, and finally skill to be individually happy and happy for community welfare. He emphasized on Gross National Happiness as a key indicator to development. Honorable Vice Chancellor, RGU, Prof. Saket Kushwaha, in his valedictory speech highlighted on the importance of using right kind of skills on a right time. He emphasized on the importance of zeal to learn new skills as an asset. He pointed on the significance of story-telling skills a teacher should have for better learning experience in a classroom. Vice chancellor also emphasized on importance of socio emotional skills in social development. The vote of thanks was proposed by Dr. Kakali Goswami, Co-Convenor, RGU. Four participants from across India gracefully shared their experience and their take on the program. There were 20 resource experts from all around the worlds to deliver the technical sessions.

Major Takeaways:

3.1. Academic context:

Developing effective technical as well as human relation skills is crucial to establishing and maintaining productive personal and professional relationships. Good communication and attention typically leads to increased levels of productivity and job satisfaction. Human relations skills make working in groups and teams possible. Increased opportunities for understanding among diverse groups are one of the benefits of a business environment that fosters open and sincere communication. Establishing an attitude of respect toward employees as human beings may result in more positive working conditions and loyalty towards the company. Individuals are more likely to produce quality results when they are treated with respect and are made to feel as though they are being recognized for making a positive contribution to the persons success.

Good communication and interpersonal skills promote feelings of goodwill between individuals and other persons. It creates a perception of the individual as either being a superior, adequate or a poor performer. Achieving success in a position and opening up opportunities for future advancement is directly linked to making a good impression in any walk of life.

This workshop was designed to make the participants aware about the different knowledge bases and aptly using them for personal and professional success. This greatly contributes to the achievement of academic success wherein skills of communication, emotion management, wellbeing and stress management are crucial. The workshop also delved greatly into the area of competency development for effective teaching and learning with special emphasis on critical thinking, competency mapping and ICT in education.

3.2. Research context:

Many activities ranging from education to business have started maintaining the required pandemic standard operating procedure. However, a huge change has to be made on all front as each and every one is struggling to adapt with the new normal. Hence, today, more than ever, it becomes crucial for us to solicit support, and inculcate proper adaptive skills both personally and professionally.

The findings offered a glimpse of what is brewing in the minds of hundreds of millions of people across India.

- (i) Guide researchers to plan prospective longitudinal studies for developing effective personal and professional skills.
- (ii) Researches on a wide range of areas from cross cultural, educational, psychological, organizational and social aspects were discussed and directions for future researches were deliberated.
- (iii) The importance of work-life balance was highlighted and important steps to balance professional and personal life was discussed.
- (iv) The relevance of addressing the various consequences of work overload and burn out in relation to overall wellbeing of an individual was also deliberated.

3.3. Policy making and practice context:

Once in a speech Mr. Ratan Tata said, “Set goals to give you a balanced, successful life. Balanced means ensuring your health, relationships, mental peace are all in good order. There is no point of getting a promotion on the day of your breakup.” For balancing personal and professional life one needs to learn and develop set of skills so that he/she can perform better in both personal and professional domains of life. Skills are basically the art of using systematic knowledge about technical aspects and human behaviour to improve personal and professional life. Organizational success is the extent to which the person is productive and satisfies the demands of interested parties, such as employees, customers, and investors. On the other hand, social and family life also plays major role in making life happy and satisfied.

The insights through the deliberations can potentially help policy makers in formulating comprehensive interventions as a future roadmap.

- (i) Need to promote more awareness of the importance of work-life balance.
- (ii) Investment on mental health care system to cater to the needs of the work force of the country especially in the context of a crisis as well as after the pandemic.
- (iii) Policies and training programs must be made more accessible especially for rural areas and lower socio-economic strata.

PART 4. APPENDICES & ANNEXURE

4.1 Programme Schedule

The programme schedule is as mentioned below:

23.08.2021	Inaugural Function (10.15 a.m. to 10.45 a.m.) Inaugural Session (11.00 a.m.) Prof. S. N. Deb Director, Rajiv Gandhi National Institute of Youth Development, Sriperumbudur, Tamil Nadu, India	II Session (2.00 p.m.) Prof. Claude-Hélène Mayer Department of Industrial Psychology and People Management, University of Johannesburg, Johannesburg, South Africa
24.08.2021	III Session (10.00 a.m.) Dr. Nilesh Thakre Department of Psychology SNDT Women's University Mumbai, India	IV Session (2.00 p.m.) Mr. Alexander Haener Managing Director Phönix Resilience Basel, Switzerland
25.08.2021	V Session (10.00 a.m.) Ms. Ivy Roy Freelance HR Consultant, Singapore	VI Session (2.00 p.m.) Prof. Yasuhiro Kotera Academic Lead for Counselling, Psychotherapy & Psychology, University of Derby, Online Learning, Derby, United Kingdom
26.08.2021	VII Session (10.00 a.m.) Dr. Rajnish Ratna Gedu College of Business Studies Royal University of Bhutan, Gedu Chukha, Bhutan	VIII Session (2.00 p.m.) Ms. Debati Ghosh Managing Director, Metanoia Consulting, Reading, England, United Kingdom
27.08.2021	IX Session (10.00 a.m.) Dr. Narsingh Kumar Department of Psychological Sciences School of Human Sciences Central University of South Bihar Gaya, India	X Session (2.00 p.m.) Mr. Basant Krishna Tripathi Director HR-Global HR Business Partner, AVEVA, Cambridge, United Kingdom
28.08.2021	Session XI Session (10.00 a.m.) Dr Ritu Sharma Department of Liberal Arts, Pandit Deendayal Energy University, Ahmedabad, India	XII Session (2.00 p.m.) Dr. Sanjay Kumar Senior Lecturer Psychology Oxford Brookes University Oxford, United Kingdom
29.08.2021	XIII Session (10.00 a.m.) Prof. Dharmendra Jain Department of Cardiology, Institute of Medical Sciences, Banaras Hindu University Varanasi, India	XIV Session (2.00 p.m.) Prof. Sandeep Kumar Department of Psychology Banaras Hindu University Varanasi, India

30.08.2021	XV Session (10.00 a.m.) Prof. Archana Kushwaha Department of Foods & Nutrition, Govind Ballabh Pant University Pantnagar, India	XVI Session (2.00 p.m.) Prof. Luis Borao Zabala Department of Psychology University of Zaragoza Zaragoza, Spain
31.08.2021	XVII Session (10.00 a.m.) Dr. Rabindra Kumar Pradhan Department of Humanities and Social Sciences, Indian Institute of Technology Kharagpur, West Bengal	XVIII Session (2.00 p.m.) Ms. Divya Verma HR and Corporate Trainer, International University of Applied Sciences, Dornbirn, Austria
01.09.2021	XIX Session (10.00 a.m.) Dr. Rita Rani Talukdar Department of Psychology Gauhati University Guwahati, India	XX Session (2.00 p.m.) Dr. Juhi Deshmukh Department of Psychology S B Phule University Pune, India Valedictory Session

Annexure 2: List of Participants

Sl. No	FULL NAME	STATE
1	NEETHU SARA JOSEPH	KERALA
2	RAVINDER KUMAR	HARYANA
3	BINITA SARKAR	WEST BENGAL
4	ASEM BABINA DEVI	MANIPUR
5	TARUN MENE	ARUNACHAL PRADESH
6	SATVINDER SINGH SAINI	HARYANA
7	MIRANDA YENDREMBAM	MANIPUR
8	LALHMINGLIANI HLONDO	MIZORAM
9	LALHRIATPUII	MIZORAM
10	DIVITA YADAV	DELHI
11	DR. AJAY KUMAR SWAIN	ODISHA
12	RASHMI REKHA GOHAIN	ASSAM
13	SUKANYA CHAKRAVARTY	ASSAM
14	USHA MORAL BAMON	MEGHALAYA
15	ANSAR KODASSERI	KERALA
16	SHEETAL YADAV	UTTRAKHAND
17	ANVAR IBRAHIM A.P	KERALA
18	URVASHI DUTTA	MADHYA PRADESH
19	TANZUMA ZAMAN	RAJASTHAN
20	DR. RUCHI JOSHI	RAJASTHAN
21	KANCHAN	RAJASTHAN

22	JANET NGAILIANNIANG	MIZORAM
23	DR CHIRMI ACHARYA	RAJASTHAN
24	JAHNABI MITRA	ASSAM
25	DR. NIDA NAFEEES	RAJASTHAN
26	DIKSHITA CHOUDHURY	ASSAM
27	KALPANA SHARMA	UTTARAKHAND
28	KHUMUKCHAM SUCHITRA DEVI	MANIPUR
29	MONIKA SHARMA	ARUNACHAL PRADESH
30	AISHWARYA NATHAWAT	RAJASTHAN
31	SAMRIDHI AHUJA	UTTAR PRADESH
32	DR. PREETI P. MASIH	UTTAR PRADESH
33	S. MADHUSUDANAN	TAMIL NADU
34	JANGJEET	UTTARAKHAND
35	BAYANA BEEVI O. M. S	KERALA
36	DUYU SUNYA	ARUNACHAL PRADESH
37	PRAWEEEN SINGH KUSHWAHA	MADHYA PRADESH
38	DR. SANDEEP PANCHAL	ARUNACHAL PRADESH
39	DR. KANAK SHARMA	RAJASTHAN
40	OYIN MIBANG	ARUNACHAL PRADESH
41	DR. SNEHA NATHAWAT	RAJASTHAN
42	TADAR AMAR	ARUNACHAL PRADESH
43	SNEHA SHARMA	RAJASTHAN
44	GAURAV SHARMA	HARYANA
45	SAYANTIKA SEN	WEST BENGAL
46	RIMJHIM SHARMA	ASSAM
47	POONAM DEVI	HARYANA
48	SARITA RANI	HARYANA
49	NANI UMIE	ARUNACHAL PRADESH
50	AKSHAY OHLAN	HARYANA
51	PRANAYA RAI	ARUNACHAL PRADESH
52	GAYATRI RAINA ARYA	HARYANA
53	SOMA BISWAS TARAFDAR	WEST BENGAL
54	VARSHA PATNAIK	ARUNACHAL PRADESH
55	DR. SUDHA RATHORE	RAJASTHAN
56	MERCY LAMNEICHONG LHUNGDIM	ARUNACHAL PRADESH
57	DR. TARUNA	HARYANA
58	ANJANI AJAY SINGH SHEKHAWAT	RAJASTHAN
59	MANASH PROTIM NEOG	ASSAM
60	MS. BHOOMIKA KABRA	RAJASTHAN
61	SARGAM BHATNAGAR	RAJASTHAN
62	DR. NILESH THAKRE	MAHARASHTRA
63	SEJAL MERTIA	RAJASTHAN
64	AISHWARYA PODDAR	BIHAR
65	DR. SAMPREETY GOGOI	ASSAM
66	SUSHMITA BORAH	ASSAM
67	SIDDHARTH GARG	KARNATAKA
68	NIKITA KHATRI	KELOWNA
69	ISHRAT PABLA	UTTAR PRADESH
70	UNMANA DUTTA	UTTAR PRADESH
71	JYOTISMA MAHANTA	ASSAM
72	DEEPSHRI PHUKAN	ASSAM
73	DR RITA RANI TALUKDAR	ASSAM
74	SHALINTA RAI	TRIPURA

75	JINA JAMATIA	TRIPURA
76	ROOPA MATHUR	RAJASTHAN
77	DR. VANDANA NANGLU	RAJASTHAN
78	DR. MEGHA ARYA	RAJASTHAN
79	MOIRANGTHEM NANDIBALA CHANU	MANIPUR
80	BANIPREET KAUR	DELHI
81	LEEYIR ETE	ARUNACHAL PRADESH
82	DIVYANGANA YADAV	UTTAR PRADESH
83	DIVYANSHI GARG	RAJASTHAN
84	ARCHANA POTSANGBAM	MANIPUR
85	HEENA YADAV	RAJASTHAN
86	TASHNIM FERDAUS	ASSAM
87	YUMA NARAH	ARUNACHAL PRADESH
88	DOLON CHAMPA DAS	WEST BENGAL
89	DR MATRIKA SINGH	RAJASTHAN
90	LAVANIYA SINGH	JAIPUR
91	YUVARANI G	TAMILNADU
92	PANTIGUILU GONMEI	MANIPUR
93	AMIT	HARYANA
94	DR. NIMISH GUPTA	UTTAR PRADESH
95	MONICA SHARMA	RAJASTHAN
96	DEBLINA TALUKDAR	WEST BENGAL
97	PRIYANKA TYAGI	DELHI
98	DR. VIKRAMJIT SINGH	BIHAR
99	SUKANYA ROYCHOUDHURY	WEST BENGAL
100	SHAHEEN RAHMAN	ASSAM
101	MARTINA LOUKRAKPAM	MANIPUR
102	CHOW ANANDA CHIRING	ARUNACHAL PRADESH
103	SWETA RAI	UTTAR PRADESH
104	OMINI ERING	ARUNACHAL PRADESH
105	DR. B. KOMMOW	ARUNACHAL PRADESH
106	AYUSHI JAIN	RAJASTHAN
107	MEETALI GOYAL	RAJASTHAN
108	DR. K SHITALJIT SINGH	MANIPUR
109	PEMA DROMA	ARUNACHAL PRADESH
110	SNEHA MITTAL	HARYANA
111	PRAGYA GABA	RAJASTHAN
112	WANGJO BOSAI	ARUNACHAL PRADESH
113	DR. ANJALI SHOKEEN	DELHI
114	DR. ANJALI SHOKEEN	DELHI
115	MARIA WAJID	KARNATAKA
116	DR. DHARMESHWARI LOUREMBAM	ARUNACHAL PRADESH
117	SHALINI KHANGAROT	RAJASTHAN
118	BIKASH MEPO	ARUNACHAL PRADESH
119	BIJOY DAS	ASSAM
120	MOIRANGTHEM SANDHYARANI DEVI	MANIPUR
121	DR. QUEEN DEKA	ASSAM
122	DR. DHRITI SUNDAR GUPTA	ARUNACHAL PRADESH
123	DR. SUSMITA ROY CHOUDHURY DEKA	ASSAM
124	PATIL SANDIP DILIPRAO	MAHARASHTRA
125	DR. SHARAD HARI VISHWASRAO	MAHARASHTRA

Annexure 3: Photograph



Annexure 4: Media Coverage

The Conference was well covered in local daily newspapers of the state.

Following are the links of the media coverage:

<https://arunachal24.in/arunachal-rgu-organised-ten-days-international-online-workshop-on-21st-century-skills-for-personal-and-professional-life/>

<https://arunachal24.in/arunachal-10-day-international-workshop-on-21st-century-skills-for-personal-and-professional-life-concludes/>

<https://arunachaltimes.in/index.php/2021/09/02/ten-day-intl-workshop-on-21st-century-skill-ends/>