

# CTLD REFLECTIONS



## Capacity Building Programme for Healthcare Professionals on "Professional Communication in Healthcare".

### MONTH AT A GLANCE

- ◆ **"Professional Communication in Healthcare".**  
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- ◆ **CTLD Organizes OBS Training**  
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July 2026



### Capacity Building Programme for Healthcare Professionals on "Professional Communication in Healthcare"

**Date: 21st July 2026 Venue: Jigyasa Hospital**

As part of its Hospital Outreach Initiative, the Centre for Teaching, Learning & Development (CTLD), TMU, successfully organized a Capacity Building Programme for Healthcare Professionals on **21 July 2026 at Jigyasa Hospital, Moradabad**. The programme, titled **"Professional Communication in Healthcare,"** was conducted by **Prof. (Dr.) Pankaj Kumar Singh, Director, CTLD**, with the objective of strengthening communication competencies among healthcare professionals to enhance patient care, teamwork, and service excellence. The session witnessed the enthusiastic participation of 21 nursing professionals, who actively engaged in discussions and practical learning activities.

The programme covered key aspects of professional communication, including effective verbal and non-verbal communication, empathetic listening, professional etiquette, communication during challenging situations, and collaborative team communication. Real-life healthcare scenarios and interactive discussions enabled participants to relate the concepts directly to their day-to-day professional responsibilities.

Participants highly appreciated the programme for its practical relevance, engaging delivery, and workplace applicability. The structured feedback survey reflected an average rating of **4.9/5 for the session's interactivity and participant engagement**, while the programme received a perfect score of **5.0/5 for knowledge and skill enhancement**. Participants also rated the training **4.9/5 for its applicability in daily work and its potential to improve patient care and service quality**. Many participants recommended organizing similar programmes on a regular basis to support continuous professional development. The programme concluded with a Vote of Thanks by **Dr. C. P. Singh, Chairperson, Jigyasa Hospital and President, Indian Medical Association (IMA), Moradabad Chapter**, who appreciated the practical relevance of the session. Overall, the initiative successfully enhanced participants' understanding of patient-centred communication, professional interactions, teamwork, and service excellence, while further strengthening CTLD's commitment to promoting behavioural excellence and quality healthcare through impactful outreach programmes.



### CTLD Vision

**"Empowering professionals through continuous learning, behavioural excellence, and effective communication to create meaningful impact in education and healthcare."**



## “NAAC & NBA Accreditation Readiness”.

As part of the University's ongoing commitment to academic excellence and continuous quality enhancement, the **Centre for Teaching, Learning & Development (CTLD)** actively contributed to the preparation for the forthcoming **NAAC and NBA accreditation processes**. Throughout the month, **the department remained engaged in the systematic planning, compilation, verification, and organization of institutional documents and supporting evidence required for accreditation.**

The initiative involved close collaboration with various schools, departments, and administrative units to collect, review, and validate records in accordance with the prescribed accreditation criteria. Special emphasis was placed on maintaining the accuracy, consistency, and authenticity of documentary evidence while ensuring that all information was presented in a structured and comprehensive manner. Continuous coordination and regular follow-ups facilitated the timely completion of documentation and strengthened institutional readiness for the accreditation visit.

Beyond documentation, the exercise served as an opportunity to reinforce a culture of quality assurance, accountability, and evidence-based institutional practices across the University. The **collective efforts of the CTLD team** reflected a shared commitment to showcasing the University's **academic achievements, best practices, governance mechanisms, faculty development initiatives, student-centric practices, and quality enhancement measures in alignment with the expectations of NAAC and NBA.**

The month witnessed dedicated teamwork, meticulous attention to detail, and sustained interdepartmental coordination, demonstrating CTLD's pivotal role in supporting the University's pursuit of excellence. These efforts not only contributed towards successful accreditation preparedness but also strengthened institutional systems, documentation practices, and a culture of continuous improvement that extends beyond the accreditation process.



## “CTLD Organizes OBS Training to Strengthen Digital Teaching Competencies”.

As part of its commitment to promoting technology-enabled teaching and continuous faculty development, the **Centre for Teaching, Learning & Development (CTLD)** organized an **OBS (Open Broadcaster Software) Training Session** on 10 July 2026 for 15 faculty members from the College of Law. The programme was designed to equip participants with practical skills for lecture recording, live streaming, and creating engaging online learning experiences. The **training session** was facilitated by **Mr. Deepak Katiyar**, who guided participants through the effective use of OBS Studio and its applications in modern teaching practices.

The training provided hands-on exposure to the key features of **OBS Studio**, including scene and **source management**, **screen recording**, **audio-video optimization**, and **live streaming**. Through interactive demonstrations and practical exercises, participants learned to create professional-quality instructional content and effectively integrate digital tools into their teaching practices. The session also included a dedicated Q&A and troubleshooting segment, enabling faculty members to address common challenges encountered while using OBS.

The programme received an overwhelmingly positive response, with participants appreciating its practical relevance, interactive approach, and immediate applicability in online and blended learning. The training enhanced faculty confidence in using OBS Studio independently for recording lectures and delivering virtual classes while encouraging greater adoption of digital teaching technologies. Participants also expressed interest in attending advanced workshops on OBS and other educational technologies, reaffirming





## Hospital Staff Training Programme 7.0 AT TMU Hospital



**Date: 17th July & 18<sup>th</sup> July 2026**

**Venue: TMU Hospital**

As part of its ongoing commitment to promoting behavioural excellence and patient-centred healthcare, the Centre for Teaching, Learning & Development (CTLD) successfully conducted the Hospital Staff Training Programme for TMU Hospital in July 2026. The programme aimed to strengthen the behavioural competencies, interpersonal effectiveness, and professional communication skills of healthcare professionals, enabling them to deliver compassionate, respectful, and high-quality patient care.

The programme featured two impactful training sessions: **"Compassionate Care and Empathy" conducted by Prof. (Dr.) Pankaj Kumar Singh on 17 July 2026**, and **"Professional Communication" delivered by Dr. Dilip Dutt Varshney on 18 July 2026**. Together, these sessions emphasized the importance of empathy, emotional intelligence, effective communication, active listening, and professional behaviour in enhancing patient experience and workplace collaboration.

The training witnessed the participation of 107 hospital staff members, with 74 participants sharing their feedback through a structured Google Feedback Form. The responses reflected high levels of satisfaction, with participants appreciating the trainers' expertise, engaging delivery, and the practical relevance of the sessions.



## Team Members' Highlights

### ✧ Professional Development & Achievements ✧

✧ Date: July 2026

Title: **Editors' Meet on Publication Strategies for ABDC A & FT50 Journals\***

Demonstrating CTLD's commitment to fostering research excellence and academic publishing, **Mr. Pradeep Panwar, Senior Trainer, CTLD**, participated in the ServiceSetu Academics Editors' Meet titled **"Decode Publication Strategies for ABDC A & FT50 Journals,"** held on 20 July 2026. The session was delivered by **Prof. (Dr.) K. Mathiyazhagan** from the **Thiagarajar School of Management, Madurai**, who shared valuable insights into publishing in globally recognized **ABDC A\* and FT50-ranked journals**. The programme focused on effective publication strategies, manuscript development, journal selection, and best practices for producing high-quality research. The session strengthened participants' understanding of international publication standards and reinforced the importance of quality research in advancing academic excellence.



✧ Date: July 2026

Title: **"Workshop on Structural Equation Modeling (SEMwise)"**

As part of its ongoing efforts to promote continuous professional development and research competency, **Mr. Pradeep Panwar, Senior Trainer, CTLD**, successfully completed a two-day international workshop on **"Structural Equation Modeling Using SEMwise,"** held on 15-16 July 2026. The workshop was conducted by **Prof. James Gaskin of Brigham Young University, USA**, and focused on advanced applications of Structural Equation Modeling (SEM) using the SEMwise platform. The programme enhanced participants' understanding of modern statistical techniques for research design, data analysis, and model evaluation, equipping them with valuable skills to conduct robust empirical research and contribute to high-quality academic publications.

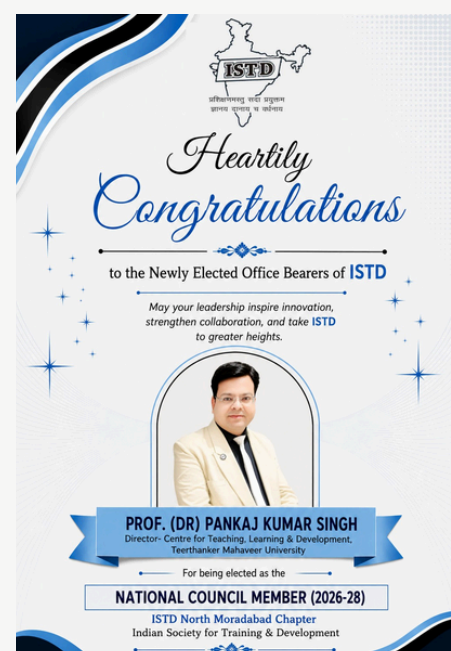


✧ **Prof. (Dr.) Pankaj Kumar Singh Elected as National Council Member of ISTD**

**Director, CTLD Elected as National Council Member of ISTD**

The Centre for Teaching, Learning & Development (CTLD) is proud to announce that **Prof. (Dr.) Pankaj Kumar Singh, Director, CTLD**, has been elected as a **National Council Member (2026-2028) of the Indian Society for Training & Development (ISTD)**. This distinguished recognition acknowledges his outstanding contributions to training, learning and development, faculty development, and professional excellence.

His appointment to the National Council reflects his dedication to advancing quality training and capacity-building initiatives while strengthening collaboration within the professional training fraternity. This achievement brings pride to Teerthanker Mahaveer University and further reinforces CTLD's commitment to promoting continuous learning, innovation, and excellence in education and professional development.



Certifications

\* Title: “Faculty Member Successfully Completes Generative AI Essentials Certification”

Reinforcing CTLD's commitment to fostering digital competency and continuous professional development, **Mr. Vijay Kumar,Aptitude Trainer , CTLD** successfully completed the "Generative AI Essentials" certification under the "AI for All" programme. The course was offered by MPIT – Centre of Excellence (CoE), Gorakhpur, in partnership with the TCS Foundation, and delivered through the TCS iON learning platform.

The certification programme provided a comprehensive understanding of Generative Artificial Intelligence, covering its core concepts, emerging applications, and practical use cases across education and various professional domains. The programme equipped participants with foundational knowledge of AI-driven technologies and highlighted the growing role of generative AI in enhancing productivity, innovation, and digital transformation.



\* Title: “Faculty Member Completes AI and Cybersecurity Awareness Certification”

As part of its commitment to fostering digital literacy and continuous professional development, **Mr. Gopal Mishra,Aptitude Trainer** successfully completed the "AI and Cybersecurity Awareness" certification under the "AI for All" initiative. The programme was offered by the MPIT – Centre of Excellence (CoE), Gorakhpur, in partnership with the TCS Foundation, and delivered through the TCS iON learning platform.

The certification programme provided participants with a comprehensive understanding of Artificial Intelligence (AI) and cybersecurity fundamentals, highlighting the importance of responsible AI usage, cyber hygiene, digital safety, and emerging technological trends. It also explored the growing role of AI in transforming education, workplaces, and society while emphasizing the need for secure and ethical use of digital technologies.

By successfully completing this certification, Mr. Gopal Mishra has strengthened his knowledge of AI technologies and cybersecurity best practices, enhancing his ability to contribute to technology-enabled teaching and learning initiatives.

