A.V. COLLEGE OF ARTS, SCIENCE & COMMERCE
Gagan Mahal, Hyderabad -500029
(Affiliated to Osmania University,Hyderabad,Telangana)

ACTIVITY REPORT - 2024 - 2025

1. **Name of Activity** : Training Programme on Communicating with Impact - Voice Process
2. **Date of Event** : 25-07-2024 to 10-08-2024 (100 Hrs)
3. **Name of Organising Department** : Career Development Cell in Association with ICT Academy
4. **Name of Coordinators** : Ms. D. Suhasini, Mr. Sudhakar
5. **Names & Designations of Resource Persons**: Ms. Aparna D A
6. **No.of Participants**: 60

Objective:
As part of its Corporate Social Responsibility (CSR) initiative, ATOS Prayas has undertaken a Youth Empowerment Program aimed at equipping young individuals with essential skills for employment in the technology and service sectors. This initiative is designed to bridge the skill gap and enhance employability, with a special focus on underserved communities.

Training Partner: ICT Academy

Program Focus:
The training course titled *"**Communicating with Impact – Voice Process**"* is centered on enhancing communication skills, particularly for roles in the BPO and ITES sectors. The course includes modules on:

- Verbal communication and active listening
- Customer interaction etiquette
- Accent neutralization and voice modulation
- Handling queries and conflict resolution
- Real-time voice process simulations

Duration and Delivery:
The course was conducted over a 100 hrs through a combination of live sessions, practical assignments, and interactive assessments. It was delivered by certified trainers from the ICT Academy.

Impact and Outcomes:
The program successfully trained a group of youth participants, significantly boosting their confidence and readiness for the job market. The initiative aligns with ATOS Prayas' commitment to community

development and employment generation through skill development in advanced technology and communication domains.

Financial Details:
ICT Academy has refunded an amount of ₹25,000/- to account number **013911011000096**.

Conclusion:
This CSR initiative demonstrates ATOS Prayas' dedication to empowering the next generation through skill-based education. The positive feedback from participants underscores the relevance and effectiveness of the training provided. The refund process has been completed successfully, ensuring full transparency and accountability in the program's financials.

Pictures











