

5.1.2 The capacity development and skills enhancement activities are organized for improving students capability

Soft skills

| Year | Name of the capacity development and skills enhancement program | Period (from date - to date) | Number of students enrolled | Name of the agencies/expert s involved with contact details (if any) | Remarks |
|-----------|--|---------------------------------|--------------------------------------|--|---|
| | program | Soft Skills | | | |
| 2022-2023 | Session on human value & Ethics | 11-10-2023 | 86 | Dr. Indira Raheja, GGCP | The academic session for the 2022-2023 will end on January 5, 2024, due to a delay in the start of classes by the university |
| 2022-2023 | A session on Soft skills to improve adaptability | 24-02-2023 | 39 | Dr Jaspal | |
| 2021-2022 | A session on Creative Thinking- Techniques and tools to get success | 21-10-2022 | 80 | Dr. Indira Raheja, GGCP | The academic session for 2021-2022 will end on December 28th, 2022, due to a delay in the start of classes by the university. |
| 2021-2022 | Workshop on Personality And soft skill Development | 26-09-2022 | 84 | Ms. Shivani ,life skill trainer and coach | The academic session for 2021-2022 will end on December 28th, 2022, due to a delay in the start of classes by the university. |
| 2021-2022 | 2 A session on Good personality Attributes | 24-02-2022 | 82 | Dr. Indira Raheja, GGCP | llege |

| 2020-2021 | Webinar on Problem- solving approach on life | 16-09-2021 | 110 | Dr.Indira Raheja, GGCP | The academic session for 2020-2021 will end on December 02nd, 2021, due to a delay in the start of classes by the university. |
|-----------|--|------------|-----|--------------------------------|---|
| 2020-2021 | Webinar-skills for future workforce | 02-06-2021 | 107 | Ashish Gakhrey-HR Shapes | |
| 2019-2020 | Session on How to improve the self personality | 17-01-2020 | 104 | Dr Indira Raheja | |
| 2019-2020 | Session on Human value & Ethics | 20-11-2019 | 103 | Dr Anshul Arora | |
| 2018-2019 | A session on Soft skill to improve self personality | 18-06-2019 | 70 | Mr Gaurav Kumar | |
| 2018-2019 | A session on Good personality Attributes | 05-11-2018 | 63 | Dr. Indira Raheja, GGCP | |





Report of the Programme A Session on Human Value and Ethics

Institute Name: - Gurugram Global College of Pharmacy Date: - 11th October 2023

| TYPE OF EVENT | Seminar |
|------------------------------|--|
| VENUE | Swami Vivekanand Auditorium, C-2 Block |
| TIME & DURATION | 10:00 AM Onwards |
| CONDUCTED BY | Gurugram global college of pharmacy |
| ORGANISED FOR | B. Pharmacy |
| (Course name & Semester) | |
| NAME OF COORDINATOR | Ms. Sweety |
| | Associate Professor |
| | |
| ATTENDANCE | 86 |
| RESOURCE PERSON | Prof. (Dr) Indira Raheja |
| (Name of the resource person | |
| Designation, organization) | (GGCP) |
| OBJECTIVE OF THE EVENT | The event "A Session on Human Value and Ethics" aims |
| | to provide participants with a comprehensive |
| | understanding of the significance of human values and |
| | ethical principles in both personal and professional |
| | contexts. Through engaging discussions, informative |
| | presentations, and interactive activities, the session seeks |
| | to educate dees about the fundamental importance of |



GURUGRAM GLOBAL COLLEGE OF PHARMACY

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upholding ethical standards in all aspects of life. By fostering dialogue and reflection, the event aims to empower individuals to recognize, articulate, and embody values such as integrity, honesty, respect, and compassion. Additionally, the session endeavors to inspire attendees to take proactive steps towards integrating these values into their daily interactions and decision-making processes. Ultimately, the event aims to create a supportive community committed to promoting ethical behavior and fostering a culture of integrity and accountability in society.

LEARNING OUTCOME

During her presentation, Participants will gain attendees will acquire practical knowledge and strategies for applying ethical reasoning and decision-making frameworks in navigating complex moral dilemmas and challenging situations. Through interactive discussions and case studies, participants will enhance their critical thinking skills and develop the ability to analyze ethical issues from multiple perspectives, ultimately enabling them to make more informed and principled choices in their personal and professional lives.

Brief content of the event:

The Gurugram Global College of Pharmacy organized a Session on Human Values and Ethics in the Auditorium- C-2 Block. The seminar was conducted for B. Pharmacy of Gurugram Global College of Pharmacy. The name of guest speaker was Prof. (Dr) Indira Raheja, of Gurugram Global College of Pharmacy (GGCP). She shared cases and their impacts related to Human Value and Ethics" covering a range of topics aimed at deepening participants' understanding of human values and ethical principles. It included interactive discussions, informative presentations, and engaging activities designed to explore the significance of values such as integrity, honesty, empathy, and respect in personal and professional life. The content will focus on the practical application of ethical reasoning and decision-



making frameworks, providing attendees with tools and strategies to navigate complex moral dilemmas with integrity and accountability.





Report of the Programme

A Session on Soft Skills to Improve Adaptability

Institute Name: - Gurugram Global College of Pharmacy

Date: - 24th Feb 2023

| TYPE OF EVENT | Session |
|--|---|
| | • |
| VENUE | Swami Vivekanand Auditorium, C-2 Block |
| TIME & DURATION | 10:00 AM Onwards |
| CONDUCTED BY | Gurugram Global College of Pharmacy |
| ORGANISED FOR | B. Pharmacy Students |
| (Course name & Semester) | |
| NAME OF COORDINATOR | Ms Himani Joshi |
| | Assistant Professor |
| ATTENDANCE | 39 |
| RESOURCE PERSON | Dr Jaspal |
| (Name of the resource person, Designation, organization) | Associate professor, GITM |
| OBJECTIVE OF THE EVENT | The objective of cultivating soft skills to improve |
| | adaptability is to enhance personal and interpersonal |
| | effectiveness, foster positive relationships, and |
| | confibute to overall success and well-being. |



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Session on soft skills to improve adaptability lead to several positive outcomes for participants like Increased Self-Awareness, Improved Interpersonal Skills, Enhanced Emotional Intelligence, Strengthened Relationships, Increased Confidence and Assertiveness, & Better Conflict Resolution Skills

Brief content of the event:

The Gurugram Global College of Pharmacy organized a Session on 'Soft Skills to improve adaptability' in the Auditorium- C-2 Block. The seminar was conducted for B. Pharmacy Students of Gurugram Global College of Pharmacy. The name of the guest speaker was Dr. Jaspal GITM, Gurugram. He has Shared Wonderful experiences including activities and discussions aimed at enhancing communication, empathy, active listening, and conflict-resolution skills.





Report of the Programme

Session on Creative Thinking-Techniques and Tools to Get Success

Institute Name: - Gurugram Global College of Pharmacy

Date: - 21 October 2022

| TYPE OF EVENT | Session |
|--|---|
| VENUE | Swami Vivekanand Auditorium, C-2 Block |
| TIME & DURATION | 11:00 AM Onwards |
| CONDUCTED BY | Gurugram Global College of Pharmacy |
| ORGANISED FOR | B. Pharmacy Students |
| (Course name & Semester) | |
| NAME OF COORDINATOR | Mr. Vinod Gahlot |
| | Associate Professor |
| ATTENDANCE | 80 |
| RESOURCE PERSON | Prof. (Dr) Indira Raheja |
| (Name of the resource person, Designation, organization) | Principal, Gurugram Global College of Pharmacy (GGCP) |
| OBJECTIVE OF THE EVENT | The objective of Event is to Develop a |
| | mindset and skillset that enables individuals |
| | to generate innovative ideas, solve problems |
| | effectively, and achieve success in various |
| | Endeavors. |



LEARNING OUTCOME

Session aimed at achieving success can encompass various aspects of personal and professional development like Increased Creativity and Innovation, Expanded Perspective, Improved Collaboration and Communication, Development of a Creative Mindset & Awareness of Barriers to Creativity.

Brief content of the event:

The Gurugram Global College of Pharmacy organized a Session on 'Creative Thinking-Techniques and Tools to Get Success' in the Auditorium- C-2 Block. The seminar was conducted for B. Pharmacy Students of Gurugram Global College of Pharmacy. The name of guest speaker was Prof. (Dr) Indira Raheja Principal, of Gurugram Global College of Pharmacy (GGCP). She has Shared Wonderful Experiences & Participants will understand how creativity and innovation contribute to personal and professional success, whether through the development of innovative Charles and services, the improvement of processes, or the creation of new opportunities.

Report of the Programme Workshop on Personality And Soft Skill Development

Institute Name: - Gurugram Global College of Pharmacy

Date: - 26 September 2022

| TYPE OF EVENT | Workshop |
|--|---|
| VENUE | Swami Vivekanand Auditorium, C-2 Block |
| TIME & DURATION | 11:00 AM Onwards |
| CONDUCTED BY | Gurugram Global College of Pharmacy |
| ORGANISED FOR (Course name & Semester) | B. Pharmacy Students |
| NAME OF COORDINATOR | Dr. Richa Bajaj Associate Professor |
| ATTENDANCE | 84 |
| RESOURCE PERSON | Ms. Shivani |
| (Name of the resource person, Designation, organization) | Life Skill Trainer and Coach |
| OBJECTIVE OF THE EVENT | Main aim of workshop on personality and soft skill development program is to enhance individuals' personal attributes, interpersonal skills, and overall effectiveness in various aspects of their lives, including professional, social, and personal spheres. |
| LEARNING OUTCOME | It Leads to increase in self-awareness, Enhanced communication skills, Improved interpersonal skills, Heightened emotional intelligence, Strengthened leadership abilities, Improved adaptability and resilience, Cultivation of professionalism & Enhanced time management and organization. |

Brief content of the event:

The Gurugram Global College of Pharmacy organized a Workshop on the 'Personality and Soft skill Development Program' in the Auditorium- C-2 Block. The seminar was conducted for B. Pharmacy Students of Gurugram Global College of Pharmacy. The name of the guest speaker was Ms. Shivani, Life Skill Trainer and Coach. The session was helpful for individuals to understand their strengths, weaknesses, values, and personality traits through assessments, feedback, and reflection exercises will acquire strategies for building and maintaining professional networks, including effective networking etiquette, relationship-building, and layeraging connections for career advancement.



Report of the Programme

Session on Good Personality Attributes

Institute Name: - Gurugram Global College of Pharmacy

Date: - 24 February 2022

| TYPE OF EVENT | Session |
|--|---|
| VENUE | Swami Vivekanand Auditorium, C-2 Block |
| TIME & DURATION | 11:00 AM Onwards |
| CONDUCTED BY | Gurugram Global College of Pharmacy |
| ORGANISED FOR (Course name & Semester) | B. Pharmacy Students |
| NAME OF COORDINATOR | Dr Richa Bajaj Associate Professor |
| ATTENDANCE | 82 |
| RESOURCE PERSON | Prof. (Dr) Indira Raheja |
| (Name of the resource person, Designation, organization) | Principal, Gurugram Global College of Pharmacy (GGCP) |
| OBJECTIVE OF THE EVENT | The objective of cultivating good personality attributes is to enhance personal and interpersonal effectiveness, foster positive relationships, and contribute to overall success and well-being. |



Report of the Programme

Webinar on Problem-solving approach on life

Institute Name: - Gurugram Global College of Pharmacy

Date: - 16 September 2021

| TYPE OF EVENT | Webinar |
|--|--|
| VENUE | Online Mode |
| TIME & DURATION | 11:00 AM Onwards |
| CONDUCTED BY | Gurugram global college of pharmacy |
| ORGANISED FOR (Course name & Semester) | B. Pharmacy |
| NAME OF COORDINATOR | Dr. Kanchan Bala |
| ATTENDANCE | Professor 110 |
| RESOURCE PERSON | DR. INDIRA RAHEJA |
| (Name of the resource person, Designation, | Principal, Gurugram Global College of Pharmacy |
| organization) | (GGCP) |
| OBJECTIVE OF THE EVENT | The objective of the Webinar on Problem-solving |
| | Approach on Life is to equip participants with |
| | practical skills and strategies for effectively |
| İ | navigating life's challenges and obstacles. Through |
| · | insightful presentations, interactive discussions, and |
| | practical exercises, the seminar aims to empower |
| | attendees to adopt a proactive and positive mindset |



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| | towards problem-solving. Participants will learn to |
| | identify and analyse problems systematically, |
| | develop creative solutions, and implement effective |
| | strategies to overcome adversity. |
| LEARNING OUTCOME | During his presentation, she shed light on the. self- |
| | reflection and growth, participants will identify |
| | areas for personal development and feel empowered |
| | to proactively tackle obstacles in their lives. |
| · | Ultimately, the seminar aims to equip participants |
| | with practical problem-solving skills that they can |
| | apply to various situations, leading to greater |
| | success, fulfilment, and well-being. |
| | |

Brief content of the event:

The Gurugram Global College of Pharmacy organized a Webinar on a Problem-solving approach to life in the Auditorium- C-2 Block. The webinar was conducted for B. Pharmacy of Gurugram Global College of Pharmacy. The name of guest speaker was Dr Indira Raheja, Principal, of Gurugram Global College of Pharmacy (GGCP). The Problem-solving Approach on Life event offers a condensed yet comprehensive exploration of effective problem-solving strategies applicable to various life challenges. Through engaging presentations and interactive discussions, attendees will delve into the fundamental principles of problem identification, analysis, and resolution. The content covers techniques for breaking down complex issues into manageable components, fostering creativity and innovation in generating solutions, and enhancing decision-making skills to navigate through diverse options. Emphasis is placed on cultivating resilience and adaptability to overcome setbacks, fostering effective communication and collaboration for collective problem-solving, and promoting resourcefulness in leveraging personal strengths and available resources. Additionally, the event encouraged self-reflection for continuous personal growth and empowerment. By the end of the session, participants will be equipped with practical problem-solving tools and a proactive mindset to tackle life's challenges with confidence and effectiveness.





Report of the Programme

Webinar-skills for future workforce

Institute Name: - Gurugram Global College of Pharmacy

Date: - 2nd June 2021

| TYPE OF EVENT | Webinar |
|--|---|
| VENUE | Online Session |
| TIME & DURATION | 11:00 AM Onwards |
| CONDUCTED BY | Gurugram global college of pharmacy |
| ORGANISED FOR | B. Pharmacy |
| (Course name & Semester) NAME OF COORDINATOR | Mr. Vinod Gahlot |
| ATTENDANCE | 107 |
| RESOURCE PERSON | ASHISH GAKHREY |
| (Name of the resource person, Designation, organization) | Founder, HR Shapes |
| OBJECTIVE OF THE EVENT | The objective of the webinar is to equip |
| | participants with the essential skills and insights |
| The Carlo | needed to thrive in the future workplace landscape. Streetils will delve into identifying the critical Alls demanded by evolving industries, including |
| | and protection of the state of |



technological advancements and changing job
roles are reshaping the workforce, and to provide
practical strategies for individuals and
organizations to stay ahead. By emphasizing the
importance of collaboration, soft skills, and
lifelong learning. He seek to empower
participants to navigate career transitions, drive
innovation, and succeed in a rapidly changing
work environment."

LEARNING OUTCOME

During his presentation, he shed light on the comprehensive understanding of the skills required to thrive in the future workforce. Students will learn to identify emerging trends and technologies shaping the workplace, prioritize critical skills such as adaptability and digital literacy, and develop essential soft skills like communication and leadership. Through practical strategies for lifelong learning and career development, participants will be equipped to navigate evolving job roles and technological advancements. Additionally, they will explore how organizations can adapt their talent strategies to attract and retain future-ready talent.



Brief content of the event:

The Gurugram Global College of Pharmacy organized a Webinar-skills for the future workforce in the Online Session. The webinar was conducted for B. Pharmacy of Gurugram Global College of Pharmacy. The name of the guest speaker was ASHISH GAKHREY, Founder, of HR Shapes. He shared his extensive insights into emerging trends and technological advancements shaping the workforce landscape. This webinar provided valuable insights and actionable takeaways for succeeding in the dynamic world of work.





Report of the Programme A session on How to improve the self-personality

Institute Name: - Gurugram Global College of Pharmacy Date: - 17th January 2020

| TYPE OF EVENT | Seminar |
|--------------------------|---|
| VENUE | Swami Vivekanand Auditorium, C-2 Block |
| TIME & DURATION | 11:00 AM Onwards |
| CONDUCTED BY | Gurugram global college of pharmacy |
| ORGANISED FOR | B. Pharmacy |
| (Course name & Semester) | |
| NAME OF | Ms Manisha |
| COORDINATOR | |
| ATTENDANCE | 104 |
| RESOURCE PERSON | DR. INDIRA RAHEJA |
| (Name of the resource | Principal, Gurugram Global College of Pharmacy (GGCP) |
| person, Designation, | grandly (GGCI) |
| organization) | |
| OBJECTIVE OF THE | The objectives of the event aim to guide participants through a |
| EVENT | transformative journey towards enhancing their personalities. |
| | Firstly, self-awareness stands as the cornerstone, encouraging |
| | individuals to delve into their inner selves, understand their |
| | strengths, weaknesses, values, and beliefs. This foundation |
| | facilitates the identification of areas for improvement, enabling |
| | participants to pinpoint specific aspects of their personalities they |
| | wish to refine or develop further. Effective communication skills are |
| | also projetized, as clear expression fosters healthy interactions and |
| (8) | relationships. The session stresses authenticity, urging participants |
| 6 | S. S |



| | to embrace their uniqueness and express themselves genuinely. |
|------------------|---|
| LEARNING OUTCOME | During her presentation, Participants will gain a deeper understanding of their strengths, weaknesses, values, and beliefs. Attendees will learn strategies to boost their self-esteem and develop a more positive self-image. Participants will acquire techniques to express themselves more clearly, assertively, and effectively in various personal and professional settings. Attendees will learn to recognize, understand, and manage their own emotions, as well as empathize with the emotions of others. |

Brief content of the event:

The Gurugram Global College of Pharmacy organized a session on How to improve the self-personality in the Auditorium- C-2 Block. The seminar was conducted for B. Pharmacy of Gurugram Global College of Pharmacy. The name of guest speaker was Dr. Indira Raheja Principal, of Gurugram Global College of Pharmacy (GGCP). She shared her brief outline of the content for an event on a session on How to improve self-personality: practical tips and exercises to improve verbal and non-verbal communication skills, including active listening, assertiveness, and public speaking. Strategies for boosting self-esteem, overcoming self-doubt, and cultivating a positive self-image. An overview of the importance of enhancing one's personality and the benefits it can bring to both personal and professional life. Techniques and exercises to help participants identify their strengths, weaknesses, values, and beliefs, laying the groundwork for self-awareness. Each topic included interactive activities, group discussions, self-reflection exercises, and practical tips to engage participants and facilitate learning and application of the concepts discussed.





Report of the Programme A Session on Human Value and Ethics

Institute Name: - Gurugram Global College of Pharmacy Date: - 20th November 2019

| TYPE OF EVENT | Seminar |
|------------------------------|--|
| | |
| VENUE | Swami Vivekanand Auditorium, C-2 Block |
| TIME & DURATION | 10:00 AM Onwards |
| CONDUCTED BY | Gurugram global college of pharmacy |
| ORGANISED FOR | B. Pharmacy |
| (Course name & Semester) | |
| NAME OF COORDINATOR | Ms Manisha |
| ATTENDANCE | 103 |
| RESOURCE PERSON | DR. ANSHUL ARORA |
| Name of the resource person, | |
| Designation, organization) | |
| OBJECTIVE OF THE EVENT | The event "A Session on Human Value and |
| | Ethics" aims to provide participants with a |
| | comprehensive understanding of the significance |
| | of human values and ethical principles in both |
| | personal and professional contexts. Through |
| | engaging discussions, informative presentations, |
| | and interactive activities, the session seeks to |
| • | educate attendees about the fundamental |
| | importance of upholding ethical standards in all |
| | aspects of life. By fostering dialogue and |





reflection, the event aims to empower individuals to recognize, articulate, and embody values such as integrity, honesty, respect, and compassion. Additionally, the session endeavors to inspire attendees to take proactive steps towards daily values their into these integrating processes. decision-making and interactions Ultimately, the event aims to create a supportive community committed to promoting ethical behavior and fostering a culture of integrity and accountability in society.

LEARNING OUTCOME

During her presentation, Participants will gain attendees will acquire practical knowledge and strategies for applying ethical reasoning and navigating frameworks decision-making challenging and complex moral dilemmas situations. Through interactive discussions and case studies, participants will enhance their critical thinking skills and develop the ability to analyze from multiple perspectives, ethical issues ultimately enabling them to make more informed and principled choices in their personal and professional lives.

Brief content of the event:





The Gurugram Global College of Pharmacy organized a Session on Human Values and Ethics in the Auditorium- C-2 Block. The seminar was conducted for B. Pharmacy of Gurugram Global College of Pharmacy. The name of the guest speaker was Dr. ANSHUL ARORA, GITM. She shared her brief outline of the content for an event on a session on the event "Session on Human Value and Ethics" which will cover a range of topics aimed at deepening participants' understanding of human values and ethical principles. It will include interactive discussions, informative presentations, and engaging activities designed to explore the significance of values such as integrity, honesty, empathy, and respect in personal and professional life. The content will focus on the practical application of ethical reasoning and decision-making frameworks, providing attendees with tools and strategies to navigate complex moral dilemmas with integrity and accountability.





Report of the Programme

Session on Soft Skills to Improve Self Personality

Institute Name: - Gurugram Global College of Pharmacy

Date: - 18th June 2019

| TYPE OF EVENT | Session |
|--|--|
| VENUE | Swami Vivekanand Auditorium, C-2 Block |
| TIME & DURATION | 10:00 AM Onwards |
| CONDUCTED BY | Gurugram Global College of Pharmacy |
| ORGANISED FOR (Course name & Semester) | B. Pharmacy Students |
| NAME OF COORDINATOR | Ms Manisha |
| ATTENDANCE | 70 |
| RESOURCE PERSON (Name of the resource person, Designation) | Mr Gaurav Kumar |
| organization) | Assistant professor, GITM |
| OBJECTIVE OF THE EVENT | The objective of cultivating soft skills to improve personality is to enhance personal and interpersonal effectiveness, foster positive relationships, and contribute to overall success and well-being. |



| LEARNING OUTCOME | Session on soft skills to improve personality lead to several positive outcomes for participants like Increased Self-Awareness, Improved Interpersonal Skills, Enhanced Emotional Intelligence, Strengthened Relationships, Increased Confidence and Assertiveness, & Better Conflict Resolution Skills |
|------------------|---|
|------------------|---|

Brief content of the event:

The Gurugram Global College of Pharmacy organized a Session on 'Session on soft skills to improve self-personality' in the Auditorium- C-2 Block. The seminar was conducted for B. Pharmacy Students of Gurugram Global College of Pharmacy. The name of the guest speaker was Mr Gaurav Kumar GITM, Gurugram. He has Shared Wonderful experiences including activities and discussions aimed at enhancing communication, empathy, active listening, and conflict-resolution skills.





Report of the Programme

Session on Good Personality Attributes

Institute Name: - Gurugram Global College of Pharmacy

Date: - 05th November 2018

| TYPE OF EVENT | Session |
|--|---|
| VENUE | Swami Vivekanand Auditorium, C-2 Block |
| TIME & DURATION | 10:00 AM Onwards |
| CONDUCTED BY | Gurugram Global College of Pharmacy |
| ORGANISED FOR | B. Pharmacy Students |
| (Course name & Semester) | |
| NAME OF COORDINATOR | Ms. Himani |
| | Assistant Professor |
| ATTENDANCE | 63 |
| RESOURCE PERSON | Dr Indira Raheja |
| (Name of the resource person, Designation, organization) | Principal, Gurugram Global College of Pharmacy (GGCP) |
| OBJECTIVE OF THE EVENT | The objective of cultivating good personality |
| , , , , , , , , , , , , , , , , , , , | attributes is to enhance personal and interpersonal |
| | effectiveness, foster positive relationships, and |
| | contribute to overall success and well-being. |

| LEARNING OUTCOME | Session on Good Personality Attributes lead to |
|------------------|---|
| | several positive outcomes for participants like |
| | Increased Self-Awareness, Improved |
| | Interpersonal Skills, Enhanced Emotional |
| | Intelligence, Strengthened Relationships, |
| | Increased Confidence and Assertiveness, & |
| | Better Conflict Resolution Skills |
| | |

Brief content of the event:

The Gurugram Global College of Pharmacy organized a Session on 'Good Personality Attributes' in the Auditorium- C-2 Block. The seminar was conducted for B. Pharmacy Students of Gurugram Global College of Pharmacy. The name of guest speaker was Dr Indira Raheja Principal, of Gurugram Global College of Pharmacy (GGCP). She has Shared Wonderful Experiences including activities and discussions aimed at enhancing communication, empathy, active listening, and conflict resolution skills.

