

## WEBINAR ON

### COMMUNICATION SKILLS IN TOURISM MANAGEMENT

**DEPARTMENT OF GEOGRAPHY**  
**M.D.K.GIRLS' COLLEGE, DIBRUGARH**  
**PRESENTS**  
**A TALK ON**

**COMMUNICATION SKILLS  
IN TOURISM MANAGEMENT  
WITH SPECIAL REFERENCE TO  
VERBAL COMMUNICATION AND BODY LANGUAGE**

DATE: 28<sup>TH</sup> JULY 2021    TIME: 10 AM    IN

**SPEAKER**  
Mr. Sanjay Banerjee  
Faculty Member  
Finch Aviation  
Dibrugarh

**INAUGURAL SPEECH**  
Dr. Nibedita Phukan  
Principal  
M.D. K.G.College  
Dibrugarh

A webinar on "Communication Skills in Tourism Management with special reference to Verbal Communication and Body Language" was organized on 28th July 2021 by the Geography Department of M.D.K.G.College. Dr. M. Bagchi the Head of the Department welcoming everyone introduced the Speaker, Mr. Sanjay Banerjee a faculty member of Finch Aviation to the participants. In her inaugural address, Dr. Nibedita Phukan, Principal of the college stressed on the significance of communication skills. Dr. Utpal Sut, Co-ordinator(IQAC) appreciated the Department's initiative to organize such a value based program.Mr. Sanjay Banerjee, the invited Speaker began his lucid deliberation on the significance of Verbal and non-verbal communication, the agendas, barriers faced and factors affecting the process. He described the importance of Body Language in Tourism industry. He concluded that one has to be a good listener, be confident and think before speaking for developing communication skills.In the lively interactive session, the participants who were mostly 4th semester Geography Honours students and a few History Honours students discussed the problems faced by them while communicating with Mr. Banerjee offering probable solutions to overcome them. Dr. Lohit Saikia, Associate Professor, Ms. Dipanwita Bora and Ms. Sangita Gogoi, Assistant Professors made value added observations and thanked the Speaker for such a wonderful deliberation. Dr. M. Bagchi concluded the webinar by rendering the vote of thanks.

