



FUTA NEWS

EMOTIONAL INTELLIGENCE WILL AID EFFECTIVE SERVICE DELIVERY FUTA VC REGISTRAR

Emotional intelligence has been described as a panacea to effective service delivery in the Public Sector of the nation. The Vice-Chancellor and Registrar of the Federal University of Technology, Akure, (FUTA), Professor Joseph Fuwape and Mr. Richard Arifalo highlighted this at a two week In-house training organized by the Directorate of Establishment and Human Resource (DEHR) for the Secretarial Staff of the University. Declaring the training open, the Vice-Chancellor described Secretaries as the image of the University who defy all odds to portray the University in good light to visitors and members of the University community. Speaking on the importance of emotional intelligence, the Vice-Chancellor, Professor Fuwape said the Secretaries have both Intelligent Quotient (IQ) and Emotional Intelligent (EI) stressing that they play a vital role in the operations of the system and that other cadre should take a cue from them.

Professor Fuwape said training of all cadres at all level is part of the seven point agenda of his administration, saying that both the academic and non-academic staff of the University must improve so that the schools Core Value “I Care” can be imbibed by all staff. The Chairman of the Training/Workshop Programme Dean, School of Agriculture and Agricultural Technology, Professor Shadrach Akindele said it will be basically hands on training. Professor Akindele expressed optimism that after the training the Secretaries will be well equipped for efficient service delivery. The Acting Head, Directorate of Establishment and Human Resources, (DEHR), Mr. Ademola Bobola in a short remark said the training

is organized to keep all cadres of staff abreast of 21st century University administration. He described the Secretarial Staff as the engine room of the administration, maintaining both human and material resources officially. He said “as Secretaries your attitude to all stakeholders in the system (both internal and external) tells a lot about our operations. The way you attend to people can make or mar the image of the University. This is why this training is germane to further expose you to better ways of handling things”.