

**GLS UNIVERSITY**  
**Bachelor of Computer Applications (BCA)**  
**(Elective Course)**  
**Semester-III**  
**210303302 SOFT SKILLS DEVELOPMENT**

**1. Course Objective:**

The paper aims to prepare the students to work in a professional environment by enriching their soft skills.

**2. Course Duration:**

The course will have sessions which are divided into five modules. Each module consists of four sessions of 60 minutes each and carries a weightage of 20%.

**3. Course Contents:**

<b>Module No.</b>	<b>Modules/Sub-Modules</b>	<b>No. of Sessions</b>	<b>Marks Weightage</b>
I	<b>Working with Customers</b> <ul style="list-style-type: none"> <li>Understanding customer service basics</li> <li>Communication empathetically</li> <li>Asking questions to understand problems.</li> <li>Denying request</li> <li>Coping with angry customers</li> <li>Dealing with the unexpected</li> <li>Working with customers with disabilities</li> <li>Technology at work: Internet monitoring</li> </ul>	04	20%
II	<b>Group Decision Making and Working in Teams</b> <ul style="list-style-type: none"> <li>Understanding group dynamics, evolving from a group</li> <li>Using divergent &amp; convergent thinking</li> <li>Reaching closure, avoiding common group traps, working with large groups, building sustainable agreements.</li> <li>Understanding the role of teams in organization, defining types of groups and teams</li> <li>Ensuring team success, empowering teams, earning rewards for team effort</li> <li>Becoming a high performing team, working with distributed teams</li> <li>Pursuing team leadership and preparing to be a team leader</li> <li>Getting started with your team, taking a project management approach, managing a team diplomatically, being sensitive to intangibles, concluding team activities</li> </ul>	04	20%

III	<b>Thinking Critically</b> <ul style="list-style-type: none"> <li>• Understanding Critical Thinking</li> <li>• Identifying Arguments</li> <li>• Assessing the Credibility of an Argument</li> <li>• Exploring Weakness in an Argument</li> <li>• Overcoming Obstacles to Critical Thinking</li> <li>• Avoiding Deductive Reasoning Fallacies</li> <li>• Avoiding Inductive Reasoning Fallacies</li> <li>• Becoming a Critical Thinker</li> </ul>	04	20%
IV	<b>Presenting Yourself Professionally</b> <ul style="list-style-type: none"> <li>• Managing your image</li> <li>• Dressing appropriately</li> <li>• Meeting business casual standards</li> <li>• Maintaining a professional wardrobe</li> <li>• Practicing good grooming and hygiene</li> <li>• Interacting with others</li> <li>• Improving your speech</li> <li>• Cleaning up your online persona</li> </ul>	04	20%
V	<b>Professional Ethics</b> <ul style="list-style-type: none"> <li>• Demonstrating Your work Ethic and Commitment</li> <li>• Being Dependable and Reliable</li> <li>• Managing your time</li> <li>• Maintaining a professional workplace</li> <li>• Managing Stress</li> <li>• Taking advantage of professional opportunities</li> <li>• Earning Recognition</li> </ul>	04	20%

#### 4. Teaching Methods:

The following pedagogical tools will be used to teach this course:

1. Lectures and Discussions
2. Assignments and Presentations
3. Case Analysis

#### 5. Evaluation:

The students will be evaluated on a continuous basis and broadly follow the scheme given below:

1.	Assignments / Quizzes, etc.	20% (Internal Assessment)
2.	Internal Examination	30% (Internal Assessment)
3.	External Examination	50% (External Assessment)

#### 6. Basic Text Books:

Sr. No	Author/s	Name of the book	Publisher	Edition
T1	Jeff Butterfield	Soft Skills for Everyone	Cengage Learning	First India Edition

#### 7. Reference Books:

Sr. No	Author/s	Name of the book	Publisher	Edition
R1	CIEFL	Enrich your English	Oxford University Press	
R2	Scott Ober	Contemporary Business Communication	Pearson	
R3	S. P. Dhanavel	English and Soft skills	Orient BlackSwan	First

### 8. List of Journals / Periodicals / Magazines / Newspapers etc.:

Sr. No.	Link
1.	<a href="https://www.google.co.in/?gfe_rd=cr&amp;ei=Wb78VoTgI8mL8QeVmoPYBw#q=video+of+soft+skills+development+in+education">https://www.google.co.in/?gfe_rd=cr&amp;ei=Wb78VoTgI8mL8QeVmoPYBw#q=video+of+soft+skills+development+in+education</a>
2.	<a href="https://www.google.co.in/url?sa=t&amp;rct=j&amp;q=&amp;esrc=s&amp;source=web&amp;cd=3&amp;cad=rja&amp;uact=8&amp;ved=0ahUKEwjXs5GIo-rLAhUUxY4KHW_TcMQQtwIILDAC&amp;url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DvLWR2kGkvIs&amp;usg=AFQjCNEsBN1FPMZdOpLdNjtqaax5vqIhtw">https://www.google.co.in/url?sa=t&amp;rct=j&amp;q=&amp;esrc=s&amp;source=web&amp;cd=3&amp;cad=rja&amp;uact=8&amp;ved=0ahUKEwjXs5GIo-rLAhUUxY4KHW_TcMQQtwIILDAC&amp;url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DvLWR2kGkvIs&amp;usg=AFQjCNEsBN1FPMZdOpLdNjtqaax5vqIhtw</a>
3.	<a href="https://www.google.co.in/url?sa=t&amp;rct=j&amp;q=&amp;esrc=s&amp;source=web&amp;cd=4&amp;cad=rja&amp;uact=8&amp;ved=0ahUKEwjXs5GIo-rLAhUUxY4KHW_TcMQQtwIILzAD&amp;url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DwnKdRh2RjeE&amp;usg=AFQjCNGTW32HKVdbExQHc4bWyZ3kJKv1EQ">https://www.google.co.in/url?sa=t&amp;rct=j&amp;q=&amp;esrc=s&amp;source=web&amp;cd=4&amp;cad=rja&amp;uact=8&amp;ved=0ahUKEwjXs5GIo-rLAhUUxY4KHW_TcMQQtwIILzAD&amp;url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DwnKdRh2RjeE&amp;usg=AFQjCNGTW32HKVdbExQHc4bWyZ3kJKv1EQ</a>

### 9. Session Plan:

1-2	Understanding customer service basics, Communication empathetically, Asking questions to understand problems, Denying request
3-4	Coping with angry customers, Dealing with the unexpected, Working with customers with disabilities, Technology at work: Internet monitoring
5-6	Understanding group dynamics, evolving from a group, Using divergent & convergent thinking, Reaching closure, avoiding common group traps, working with large groups, building sustainable agreements.
7-8	Understanding the role of teams in organization, defining types of groups and teams, Ensuring team success, empowering teams, earning rewards for team effort. Becoming a high performing team, working with distributed teams Pursuing team leadership and preparing to be a team leader Getting started with your team, taking a project management approach, managing a team diplomatically, being sensitive to intangibles, concluding team activities
9-10	Understanding Critical Thinking, Identifying Arguments, Assessing the Credibility of an Argument, Exploring Weakness in an Argument
11-12	Overcoming Obstacles to Critical Thinking, Avoiding Deductive Reasoning Fallacies, Avoiding Inductive Reasoning Fallacies, Becoming a Critical Thinker
13-14	Managing your image, Dressing appropriately, Meeting business casual standards. Maintaining a professional wardrobe
15-16	Maintaining a professional wardrobe, Practicing good grooming and hygiene Interacting with others, Improving your speech, Cleaning up your online persona
17-18	Demonstrating Your work Ethic and Commitment, Being Dependable and Reliable, Managing your time, Maintaining a professional workplace

19-20	Managing Stress, Taking advantage of professional opportunities, Earning Recognition
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#### **10. Learning outcome:**

After completing this course the students would have to

- Understood of what Soft Skills is.
- Understood the significance of soft skills in the working environment.
- Developed levels in their Soft Skills.