

TITLE OF THE COURSE

NEED OF THE SOCIAL SKILLS IN MODERN TIMES

Activity TYPE: GROUP

NAME OF THE PARTICIPANTS:

Dr.V. LAKSHMI PRASANNA, Professor of English, GRIET, Hyderabad

DR. B.SRINIVAS RAO, Associate Professor, Vivekananda Govt. Degree College, Vidya Nagar,

MS. A JYOTHI TGTWRDC(G),MULUGU

MS. B. UMA, TGTWRDC(G), DAMMAPETA

TRAINING DURATION: 40-Hour Course Design

Course Objective:

To develop interpersonal effectiveness, communication skills, emotional intelligence, and confidence for personal and professional success.

Target Audience: UG I YEAR

Students, professionals, and anyone seeking to improve social interactions.

Course Duration: 40 hours (5 days x 8 hours OR 8 weeks x 5 hours)

Module 1: Introduction to Social Skills (4 Hours)

- **Understanding Social Skills:** Importance in personal & professional life
- **Self-Assessment:** Identifying strengths and areas for improvement
- **First Impressions Matter:** The psychology of first impressions
- **Overcoming Social Anxiety:** Techniques for building confidence

Module 2: Verbal Communication (6 Hours)

- **Active Listening & Reflective Responding**

- **Speaking with Clarity & Confidence**
 - **Conversational Skills:** Starting, maintaining, and ending conversations
 - **Public Speaking Basics**
 - **Storytelling & Persuasive Communication**
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Module 3: Non-Verbal Communication (6 Hours)

- **Body Language Essentials:** Posture, gestures, and facial expressions
 - **Eye Contact & Mirroring**
 - **Tone & Pitch of Voice**
 - **Personal Space & Proxemics**
 - **Decoding Others' Non-Verbal Cues**
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Module 4: Emotional Intelligence (6 Hours)

- **Self-Awareness & Self-Regulation**
 - **Empathy & Understanding Others' Emotions**
 - **Managing Emotions in Conversations**
 - **Conflict Resolution Strategies**
 - **Building Stronger Personal & Professional Relationships**
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Module 5: Assertiveness & Confidence Building (6 Hours)

- **Difference Between Passive, Aggressive, and Assertive Behavior**
 - **Saying 'No' Confidently**
 - **Handling Criticism & Feedback**
 - **Dealing with Difficult People**
 - **Negotiation & Persuasion Techniques**
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Module 6: Professional & Workplace Etiquette (6 Hours)

- **Workplace Communication:** Emails, meetings, and networking
- **Interview & Job Interaction Skills**
- **Conflict Resolution at Work**
- **Cultural Sensitivity & Diversity Awareness**
- **Social Skills for Leadership & Teamwork**

Module 7: Socializing & Relationship Building (4 Hours)

- **Making Friends & Maintaining Friendships**
 - **Building Trust & Rapport**
 - **Effective Small Talk & Icebreakers**
 - **Handling Social Rejection & Setbacks**
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Module 8: Practical Applications & Final Assessment (2 Hours)

- **Role-Playing & Real-Life Scenarios**
 - **Group Discussions & Peer Feedback**
 - **Self-Reflection & Personal Action Plan**
 - **Final Assessment: Presentation or Social Interaction Task**
-

Teaching Methods:

- Interactive Lectures
- Role-Playing & Simulations
- Group Discussions
- Video Analysis
- Case Studies
- Real-Life Practice

Assessment Criteria:

- Participation & Engagement (20%)
- Role-Playing Performance (20%)
- Group Discussion Contribution (20%)
- Final Assessment Task (40%)

Course Objectives:

By the end of this course, participants will:

1. Develop effective verbal and non-verbal communication skills.
2. Enhance confidence in social and professional interactions.
3. Learn active listening techniques to improve interpersonal relationships.

4. Strengthen emotional intelligence for better social adaptability.
5. Master assertiveness and conflict resolution strategies.
6. Improve conversation skills for networking and relationship building.
7. Understand professional and workplace etiquette for career success.
8. Overcome social anxiety and build self-confidence in diverse settings.
9. Develop the ability to handle criticism, feedback, and difficult interactions.
10. Apply learned social skills in real-life scenarios through practical exercises.

Course Outcomes:

Upon successful completion of the course, participants will be able to:

1. Engage in meaningful conversations with clarity and confidence.
2. Use active listening and reflective responding to enhance communication.
3. Demonstrate positive body language and interpret non-verbal cues effectively.
4. Manage emotions and empathize with others in various social situations.
5. Express thoughts assertively while maintaining respect for others.
6. Navigate workplace interactions, meetings, and networking events professionally.
7. Apply negotiation and persuasion techniques in social and business settings.
8. Overcome social anxiety and initiate conversations with ease.
9. Build and maintain personal and professional relationships effectively.
10. Adapt social skills to different cultural and professional contexts.

Social Skills Training Program – Program Outcomes

Upon successful completion of the **Social Skills Training Program**, participants will achieve the following **Program Outcomes (POs)**:

1. Effective Communication

- Demonstrate clarity, confidence, and coherence in verbal and non-verbal communication.
- Engage in meaningful conversations using active listening and effective speaking techniques.

2. Interpersonal Skills & Relationship Building

- Develop rapport and maintain strong personal and professional relationships.
- Exhibit empathy and understanding in social interactions.

3. Emotional Intelligence & Self-Awareness

- Recognize and regulate emotions for improved social adaptability.
- Apply emotional intelligence principles to manage conflicts and build trust.

4. Assertiveness & Conflict Resolution

- Communicate assertively without being aggressive or passive.
- Resolve disagreements effectively through negotiation and problem-solving skills.

5. Confidence & Public Speaking

- Speak confidently in group discussions, presentations, and networking events.
- Reduce anxiety and hesitation in social and professional settings.

6. Professional & Workplace Etiquette

- Exhibit professionalism in workplace interactions, including emails, meetings, and interviews.
- Adapt communication styles to diverse cultural and corporate environments.

7. Adaptability & Social Awareness

- Navigate different social situations with flexibility and awareness.
- Adjust communication strategies based on context, audience, and cultural norms.

8. Critical Thinking & Decision-Making in Social Contexts

- Analyze and respond appropriately to different social scenarios.
- Make informed decisions while handling feedback, criticism, and peer interactions.

9. Leadership & Teamwork

- Demonstrate leadership skills in group discussions and collaborative projects.
- Work effectively in teams by fostering inclusivity and mutual respect.

10. Real-Life Application of Social Skills

- Apply acquired social skills in professional, personal, and academic settings.
- Continuously improve social interactions through self-reflection and feedback.

Lesson 1: Active Listening & Reflective Responding

Duration: 2 Hours

Objective:

- Understand the importance of active listening.
- Develop techniques for reflective responding.
- Improve comprehension and engagement in conversations.

Materials Needed:

- Whiteboard/Markers
- Audio clips of conversations
- Role-play scripts

Lesson Structure:

- 1. Introduction (15 min)**
 - Define active listening and its significance.
 - Discuss common barriers to effective listening.
- 2. Theory & Techniques (30 min)**
 - Components of active listening (Eye contact, Nodding, Paraphrasing).
 - Difference between hearing and listening.
 - Demonstrating understanding through reflective responding.
- 3. Practice Activity (45 min)**
 - Pair up students for a "listener-speaker" activity.
 - Speaker shares an experience, listener must respond using active listening skills.
 - Rotate roles and provide peer feedback.
- 4. Case Study & Discussion (20 min)**
 - Analyze an audio clip of a poor and effective conversation.
 - Discuss takeaways and improvements.
- 5. Wrap-Up & Homework (10 min)**
 - Summary of key points.
 - Assign a task: Practice active listening in a real-life conversation and report back.

Lesson 2: Speaking with Clarity & Confidence

Duration: 2 Hours

Objective:

- Improve clarity in verbal expression.
- Develop confidence while speaking.
- Eliminate verbal fillers and hesitations.

Materials Needed:

- Video clips of strong communicators
- Mirrors for self-practice
- Public speaking checklist

Lesson Structure:

- 1. Introduction (15 min)**
 - Discuss the importance of clear speech.
 - Common issues: mumbling, speaking too fast, lack of confidence.
- 2. Techniques for Clear Speech (30 min)**

- Proper breathing techniques.
 - Voice modulation and articulation.
 - Eliminating filler words ("um," "like," "you know").
 - 3. **Confidence-Building Exercises (45 min)**
 - Mirror exercise: Students practice speaking in front of a mirror.
 - Tongue twister activity for pronunciation.
 - Quick impromptu speeches on random topics.
 - 4. **Group Discussion & Feedback (20 min)**
 - Small group discussions on confidence-building techniques.
 - Constructive feedback from peers and instructor.
 - 5. **Wrap-Up & Homework (10 min)**
 - Summary of key takeaways.
 - Assignment: Record a 2-minute speech and analyze self-performance.
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Lesson 3: Conversational Skills – Starting & Maintaining a Conversation

Duration: 2 Hours

Objective:

- Learn techniques to start and sustain engaging conversations.
- Overcome nervousness in social interactions.
- Use open-ended questions effectively.

Materials Needed:

- Conversation starters handout
- Role-play cards
- Group discussion space

Lesson Structure:

1. **Introduction (15 min)**
 - Why do some conversations feel effortless while others die out?
 - Identifying personal barriers to initiating conversations.
2. **Techniques for Effective Conversations (30 min)**
 - Icebreakers and conversation starters.
 - Asking open-ended vs. closed-ended questions.
 - Using the FORD method (Family, Occupation, and Recreation, Dreams) to sustain conversations.
3. **Role-Playing Scenarios (45 min)**
 - Students pick a role-play card (e.g., meeting a new colleague, networking at an event).
 - Engage in a 3-minute conversation using learned techniques.
 - Group provides feedback on what worked well.
4. **Video Analysis & Discussion (20 min)**
 - Watch a short video of a good and bad conversation.

- Identify techniques used and areas for improvement.
- 5. **Wrap-Up & Homework (10 min)**
 - Summary of conversation-building strategies.
 - Assignment: Initiate a conversation with a stranger and document the experience.

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The Indispensable Need for Social Skills in Modern Times

Navigating our world demands strong social skills. These skills impact success, relationships, and well-being.

They include empathy, communication, collaboration, adaptability, and conflict resolution. 89% of adults believe social skills are more important than ever.

D by Lakshmiprasanna Vaidana

Social Skills: The Cornerstone of Career Success

Employer Priority

Employers value soft skills alongside technical skills.

Networking

Social skills facilitate networking and building rapport.

Teamwork

Communication and leadership are highly valued.

LinkedIn reports that soft skills are most in-demand. A software engineer needs social skills to lead effectively.

Building Bridges: Social Skills in Personal Relationships

1

Communication

Effective communication is essential.

2

Conflict Resolution

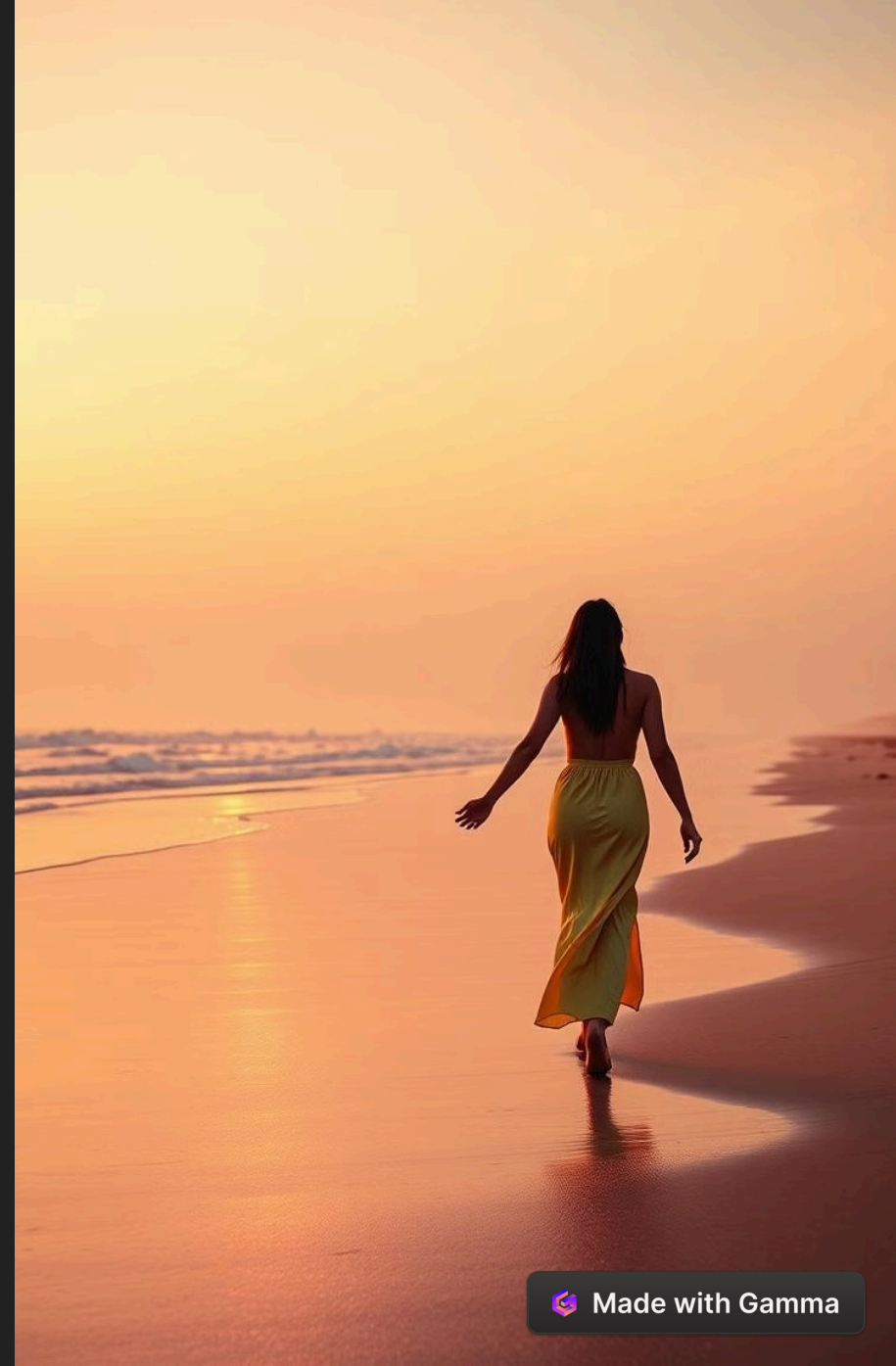
Resolve conflict and listen actively.

3

Intimacy

Enhance intimacy, trust, and respect.

Gottman Institute shows that strong communication leads to lasting relationships. Understanding a friend strengthens your bond.





Mental Well-being: The Social Connection

Support

Social interaction boosts resilience.

Buffer

Strong ties buffer against stress.

Belonging

Build supportive networks.

Studies show that strong social connections lower the risk of early death. Social activities provide a sense of belonging.

Adaptability and Social Intelligence

1

Navigation

Navigate diverse situations.

2

Empathy

Build bridges across differences.

3

Understanding

Respond to others' needs.

Social intelligence is crucial for the future workforce. Adjust your style to interact with different cultures.



Mastering Online Social Skills

1 New Skills

The internet demands new skills.

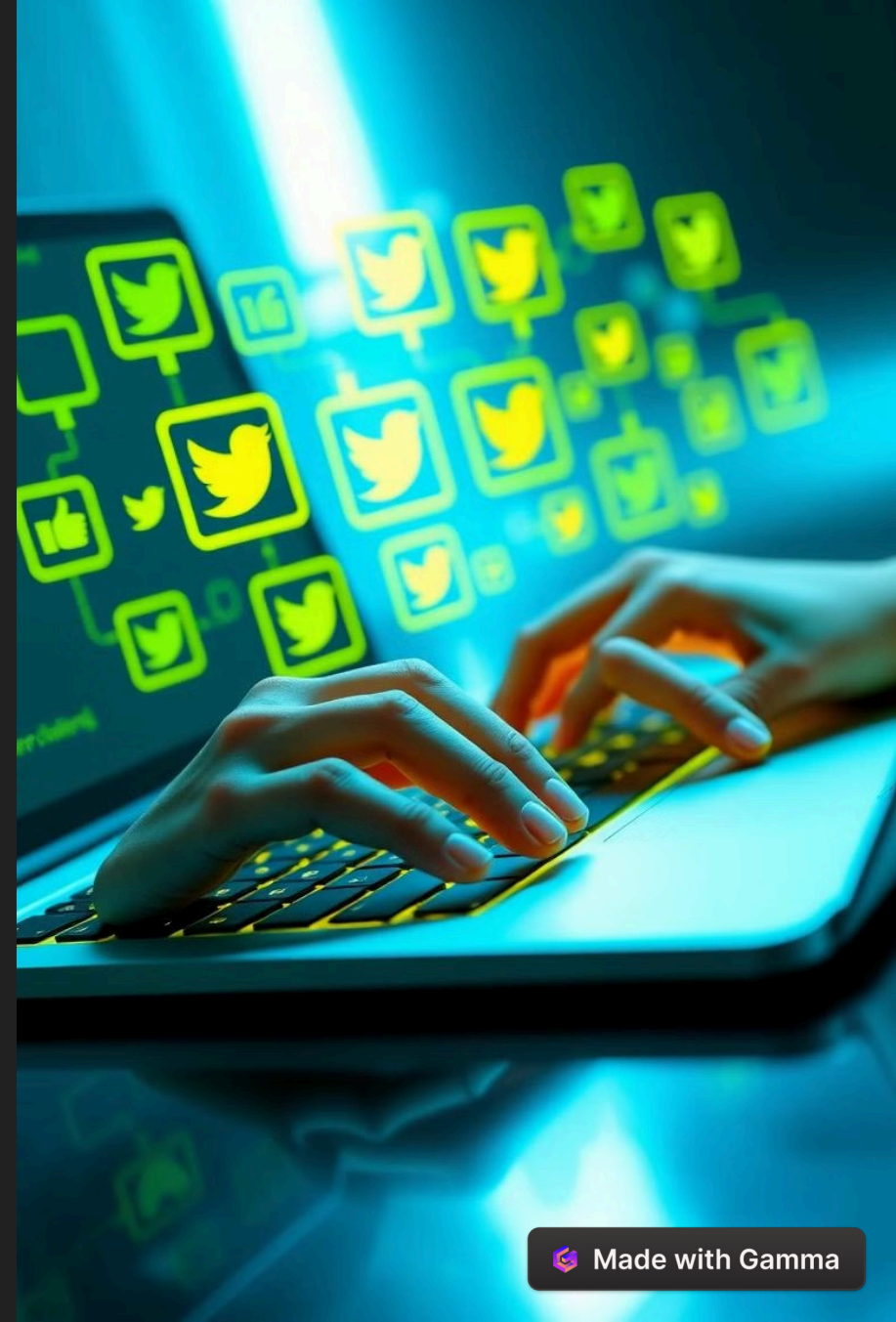
2 Online Respect

Pay attention to tone and respect.

3 Manage Relationships

Build a positive online presence.

Most of the world uses social media, thus effective online skills are needed. Be clear and respectful to maintain a good online reputation.



Cultivating Social Skills



Active listening: pay attention, ask questions.



Effective communication: express clearly.



Empathy: understand others' feelings.

Use resources like workshops and mentors. CCL reports a team performance increase among participants. The most essential skills are, learning, practice, and self-reflection.



Embracing Social Skills: A Brighter Future



Invest in your social skills to thrive and contribute to a compassionate world. Start improving one skill today!