

# **SOFT SKILLS**

**Duration 40 hours**

**Presented by: Kavita Rathod**

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**S.Mamatha**

This course is designed to equip MBA students with essential soft skills that are crucial for professional success. It focuses on communication, leadership, teamwork, emotional intelligence, and problem-solving abilities. The course uses interactive sessions, case studies, and role-playing exercises to enhance learning.

## **Course Objectives**

By the end of this course, students will be able to:

- Communicate effectively in professional settings.
- Develop leadership and teamwork skills.
- Improve emotional intelligence and interpersonal skills.
- Enhance problem-solving and critical thinking abilities.
- Master negotiation and conflict resolution techniques.

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## **Syllabus**

### **Module 1: Introduction to Soft Skills (2 Hours)**

- Definition and Importance of Soft Skills
- Difference Between Soft Skills and Hard Skills
- Relevance of Soft Skills in Business and Management
- Self-Assessment of Personal Soft Skills

## **Module 2: Communication Skills (6 Hours)**

- Fundamentals of Verbal and Non-Verbal Communication
- Business Communication: Emails, Reports, and Memos
- Effective Presentation Techniques
- Public Speaking and Confidence Building
- Active Listening and Giving Constructive Feedback

## **Module 3: Leadership and Teamwork (6 Hours)**

- Understanding Leadership: Traits and Styles
- Team Building and Collaboration
- Managing and Motivating Diverse Teams
- Decision-Making and Problem-Solving in Leadership
- Case Studies on Effective Leadership

## **Module 4: Emotional Intelligence and Interpersonal Skills (6 Hours)**

- Components of Emotional Intelligence (EQ)
- Developing Self-Awareness and Self-Regulation
- Enhancing Empathy and Social Skills
- Conflict Resolution through Emotional Intelligence
- Role-Playing Exercises for Interpersonal Skills Development

## **Module 5: Negotiation and Conflict Resolution (6 Hours)**

- Basics of Negotiation: Strategies and Techniques
- Understanding Conflict and Its Resolution
- Steps for Effective Negotiation
- Win-Win Negotiation Techniques
- Role-Playing and Case Studies on Conflict Management

## **Module 6: Time Management and Productivity (4 Hours)**

- Principles of Effective Time Management

- Setting Goals and Prioritization Techniques
- Managing Stress and Avoiding Procrastination
- Tools and Techniques for Personal Productivity
- Creating an Action Plan for Work-Life Balance

#### **Module 7: Adaptability and Problem-Solving (4 Hours)**

- Understanding Adaptability in a Dynamic Business Environment
- Critical Thinking and Decision-Making
- Creative Problem-Solving Frameworks
- Practical Exercises on Innovation and Adaptability

#### **Module 8: Professional Ethics and Business Etiquette (4 Hours)**

- Fundamentals of Professional Ethics
- Ethical Decision-Making in the Workplace
- Business Etiquette: Meetings, Emails, and Networking
- Understanding Global Business Etiquette
- Role-Playing Scenarios on Professional Behavior

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#### **Assessment and Certification**

- Class participation and case study discussions
- Group projects and presentations
- Mock interviews and role-playing exercises
- Final assessment (written test + practical evaluation)
- Certificate of completion

#### **Teaching Methodology**

- Interactive lectures
- Group discussions
- Case study analysis

- Role-playing and simulations
- Guest lectures from industry experts

### Target Audience

MBA students who wish to enhance their professional and interpersonal skills for career success.

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### 40-Hour Soft Skills Lesson Plan for MBA Students

Week	Topic	Hours	Learning Objectives	Activities & Methods	Assessment
<b>Week 1</b>	Introduction to Soft Skills & Communication	4	Understand the role of soft skills in business success	Icebreakers, Role-plays, Group Discussions	Participation & Self-Reflection
<b>Week 1</b>	Verbal & Non-Verbal Communication	4	Develop effective speaking and listening skills	Case Studies, Mock Conversations, Feedback Sessions	Peer Evaluation & Instructor Feedback
<b>Week 2</b>	Presentation & Public Speaking	4	Deliver structured and impactful presentations	Individual & Group Presentations, TED Talk Analysis	Presentation Rubric
<b>Week 2</b>	Business Writing & Email Etiquette	4	Improve clarity and professionalism in written communication	Writing Exercises, Email Drafting, Report Writing	Writing Assignment Review
<b>Week 3</b>	Leadership & Teamwork	4	Understand leadership styles and teamwork dynamics	Leadership Case Studies, Team Building Activities	Group Project & Peer Review
<b>Week 3</b>	Conflict Resolution & Negotiation	4	Learn techniques to manage and resolve conflicts	Role-playing Scenarios, Mediation Exercises	Observation & Scenario-Based Assessment

<b>Week</b>	<b>Topic</b>	<b>Hours</b>	<b>Learning Objectives</b>	<b>Activities &amp; Methods</b>	<b>Assessment</b>
<b>Week 4</b>	Emotional Intelligence & Self-Awareness	4	Develop emotional regulation and self-awareness	Self-Assessment Tools, Journaling, Emotional Intelligence Case Studies	Self-Reflection Paper
<b>Week 4</b>	Time Management & Productivity	4	Learn prioritization and organizational techniques	Pomodoro Exercises, Goal-Setting Workshops	Productivity Journal Submission
<b>Week 5</b>	Problem Solving & Critical Thinking	4	Apply logical reasoning and decision-making skills	Case Analysis, Logical Puzzles, Group Brainstorming	Case Study Report
<b>Week 5</b>	Networking & Professional Etiquette	4	Build professional relationships effectively	Networking Events, Business Social Etiquette Exercises	Networking Reflection Report
<b>Week 6</b>	Stress Management & Work-Life Balance	4	Learn techniques to manage stress effectively	Mindfulness Exercises, Stress Management Strategies	Stress Management Plan
<b>Week 6</b>	Final Project & Review	4	Apply all soft skills learned in a practical setting	Capstone Project, Peer Feedback Sessions	Final Presentation & Feedback

### **MBA Soft Skills Examination**

**Duration:** 3 Hours

**Total Marks:** 100

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### Section A: Communication Skills (30 marks)

1. Define **effective communication** and explain its **essential elements** with examples. (5 marks)
2. Describe a situation where you had to communicate a difficult message to someone. How did you handle it? What was the outcome? (10 marks)
3. Write a professional **email** to a colleague requesting a meeting to discuss a project. Ensure clarity and proper email etiquette. (5 marks)
4. Differentiate between **verbal and non-verbal communication** with **real-life examples**. (10 marks)

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### Section B: Teamwork and Collaboration (25 marks)

1. What are the **characteristics of an effective team player**? Provide examples. (5 marks)
2. Describe a **team project** you worked on. What was your **role**, and what **challenges** did you face? What did you learn? (10 marks)
3. How do you **handle conflicts or disagreements** within a team? Provide a **real-life scenario** to support your response. (5 marks)
4. Explain the **benefits of diversity** in a team. How can leaders promote **inclusivity** and ensure team members feel valued? (5 marks)

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### Section C: Time Management and Productivity (20 marks)

1. What are your **top three time management tips**? Explain each with a **practical application**. (10 marks)
2. Describe a situation where you had to **prioritize tasks and manage time effectively** under pressure. (5 marks)
3. Identify and explain **three common time-wasting habits** in the workplace. How can they be avoided? (5 marks)

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### Section D: Problem-Solving and Decision-Making (25 marks)

1. Describe a **problem** you faced (personal or professional) and the steps you took to **solve** it. What did you learn from the experience? *(10 marks)*
  2. Explain the **six steps of effective decision-making** with **examples from a business setting**. *(10 marks)*
  3. How do you handle **ambiguity or uncertainty** when making decisions? Provide an example. *(5 marks)*
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#### Assessment Notes:

- This question paper **aligns with practical learning** from the lesson plan.
- It **tests applied knowledge** through **real-life scenarios, reflections, and structured responses**.
- Questions cover **communication, teamwork, time management, problem-solving, and decision-making skills**.
- You can **adjust the weightage of sections** as per your academic structure.

Would you like me to add a **rubric for grading** or make any **modifications**? 😊

**You said:**

give me onlu question paper

**ChatGPT said:**

**MBA Soft Skills Examination**

**Duration:** 3 Hours

**Total Marks:** 100

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#### Section A: Communication Skills (30 Marks)

1. Define effective communication and explain its essential elements with examples. *(5 marks)*
2. Describe a situation where you had to communicate a difficult message to someone. How did you handle it? What was the outcome? *(10 marks)*
3. Write a professional email to a colleague requesting a meeting to discuss a project. Ensure clarity and proper email etiquette. *(5 marks)*

4. Differentiate between verbal and non-verbal communication with real-life examples. *(10 marks)*
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### **Section B: Teamwork and Collaboration (25 Marks)**

1. What are the characteristics of an effective team player? Provide examples. *(5 marks)*
  2. Describe a team project you worked on. What was your role, and what challenges did you face? What did you learn? *(10 marks)*
  3. How do you handle conflicts or disagreements within a team? Provide a real-life scenario to support your response. *(5 marks)*
  4. Explain the benefits of diversity in a team. How can leaders promote inclusivity and ensure team members feel valued? *(5 marks)*
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### **Section C: Time Management and Productivity (20 Marks)**

1. What are your top three time management tips? Explain each with a practical application. *(10 marks)*
  2. Describe a situation where you had to prioritize tasks and manage time effectively under pressure. *(5 marks)*
  3. Identify and explain three common time-wasting habits in the workplace. How can they be avoided? *(5 marks)*
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1. Describe a problem you faced (personal or professional) and the steps you took to solve it. What did you learn from the experience? *(10 marks)*
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  3. How do you handle ambiguity or uncertainty when making decisions? Provide an example. *(5 marks)*
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**End of Question Paper**



**You said:**

and activities list

**Soft Skills Activities List for MBA Students (40 Hours)**

<b>Week</b>	<b>Topic</b>	<b>Activity</b>	<b>Description</b>	<b>Duration</b>
<b>Week 1</b>	Introduction to Soft Skills & Communication	Icebreaker & Self-Introduction	Students introduce themselves and share a strength/area for improvement in soft skills.	30 mins
		Effective Communication Role-Play	Pairs practice clear and concise communication in a workplace scenario.	1 hour
		Non-Verbal Communication Exercise	Students observe and interpret gestures, tone, and expressions in silent role-plays.	1 hour
		Email Writing Challenge	Write a formal email requesting a meeting or resolving a workplace issue.	30 mins
<b>Week 2</b>	Public Speaking & Business Writing	Elevator Pitch Practice	Students present a 1-minute business idea or self-introduction.	1 hour
		Business Presentation Exercise	Groups create and deliver a short business proposal presentation.	2 hours
		Writing Business Reports	Draft a business report summarizing a case study.	1 hour
<b>Week 3</b>	Teamwork & Leadership	Team-Building Activity	A problem-solving task where teams must collaborate (e.g., escape room or puzzle challenge).	1 hour

Week	Topic	Activity	Description	Duration
		Leadership Simulation	Each student leads a group discussion on a workplace scenario.	1 hour
		Conflict Resolution Role-Play	Groups act out conflict scenarios and discuss solutions.	2 hours
<b>Week 4</b>	Time Management & Productivity	Time Audit Exercise	Students track and analyze their daily activities for efficiency.	30 mins
		Prioritization Challenge	Apply Eisenhower Matrix to categorize daily tasks.	1 hour
		Distraction Management	Identify and reduce common distractions through a guided discussion.	1 hour
<b>Week 5</b>	Problem-Solving & Decision-Making	Case Study Analysis	Analyze and present solutions to a real-world business problem.	2 hours
		Group Brainstorming Session	Teams propose creative solutions to a given business challenge.	1 hour
		Decision-Making Role-Play	Individuals make choices under uncertainty and justify them.	1 hour
<b>Week 6</b>	Professional Growth & Final Project	Networking Simulation	Practice introducing oneself in a business networking setting.	1 hour
		Mock Interviews	Conduct and participate in simulated job interviews.	2 hours
		Final Soft Skills Reflection	Write a reflection on learned skills and areas for improvement.	1 hour
		Capstone Project Presentation	Teams present a leadership and teamwork case study.	2 hours

