**SOFT SKILLS**

**Duration 40 hours**

**Presented by: Kavita Rathod**

**K.Chandra kala**

**A.Rupa devi**

**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.

**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

**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.

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

| **Week** | **Topic** | **Hours** | **Learning Objectives** | **Activities & Methods** | **Assessment** |
| --- | --- | --- | --- | --- | --- |
| **Week 1** | Introduction to Soft Skills & Communication | 4 | Understand the role of soft skills in business success | Icebreakers, Role-plays, Group Discussions | Participation & Self-Reflection |
| **Week 1** | Verbal & Non-Verbal Communication | 4 | Develop effective speaking and listening skills | Case Studies, Mock Conversations, Feedback Sessions | Peer Evaluation & Instructor Feedback |
| **Week 2** | Presentation & Public Speaking | 4 | Deliver structured and impactful presentations | Individual & Group Presentations, TED Talk Analysis | Presentation Rubric |
| **Week 2** | Business Writing & Email Etiquette | 4 | Improve clarity and professionalism in written communication | Writing Exercises, Email Drafting, Report Writing | Writing Assignment Review |
| **Week 3** | Leadership & Teamwork | 4 | Understand leadership styles and teamwork dynamics | Leadership Case Studies, Team Building Activities | Group Project & Peer Review |
| **Week 3** | Conflict Resolution & Negotiation | 4 | Learn techniques to manage and resolve conflicts | Role-playing Scenarios, Mediation Exercises | Observation & Scenario-Based Assessment |
| **Week 4** | Emotional Intelligence & Self-Awareness | 4 | Develop emotional regulation and self-awareness | Self-Assessment Tools, Journaling, Emotional Intelligence Case Studies | Self-Reflection Paper |
| **Week 4** | Time Management & Productivity | 4 | Learn prioritization and organizational techniques | Pomodoro Exercises, Goal-Setting Workshops | Productivity Journal Submission |
| **Week 5** | Problem Solving & Critical Thinking | 4 | Apply logical reasoning and decision-making skills | Case Analysis, Logical Puzzles, Group Brainstorming | Case Study Report |
| **Week 5** | Networking & Professional Etiquette | 4 | Build professional relationships effectively | Networking Events, Business Social Etiquette Exercises | Networking Reflection Report |
| **Week 6** | Stress Management & Work-Life Balance | 4 | Learn techniques to manage stress effectively | Mindfulness Exercises, Stress Management Strategies | Stress Management Plan |
| **Week 6** | 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

**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)*

**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)*

**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)*

**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)*

**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:**

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**End of Question Paper**

**You said:**

and activities list

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

| **Week** | **Topic** | **Activity** | **Description** | **Duration** |
| --- | --- | --- | --- | --- |
| **Week 1** | 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 |
| **Week 2** | 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 |
| **Week 3** | Teamwork & Leadership | Team-Building Activity | A problem-solving task where teams must collaborate (e.g., escape room or puzzle challenge). | 1 hour |
|  |  | 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 |
| **Week 4** | 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 |
| **Week 5** | 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 |
| **Week 6** | 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 |