

Course Title :	Dynamics of Workplace Communication Skills	P
Course Code:	SST2003	1
Objectives: <ul style="list-style-type: none"> To enable students to analyse and showcase their attributes and skills To enhance students' knowledge, skills, and judgment around social communication that facilitate their ability to work collaboratively with others To develop students' critical thinking and analytical skills necessary for succeeding in workplace 		
Course outcomes		
Students will be able to: CO1. Review company prospects and apply judiciously for potential employment opportunities. CO2. Develop effective interview strategies and prepare for common interview questions. CO3. Practice effective negotiation methods for increasing the probability of favourable outcomes. CO4. Achieve optimal results through effective planning and prioritizing. CO5. Apply effective problem solving and teams building skills and develop temperament for working in collaborative projects. CO6. Recognize situations of potential conflict and prevent conflict by demonstrating positive group communication. CO7. Enhance their ability as critical readers and communicators.		
CO	Topics	Session
CO1	Art of Questioning: Research on Dream Company; Viewing Co. Videos, Websites, Press Releases; Making Notes & Preparing Questions; What To & Not to Ask in an Interview, Emotional Intelligence. Activity: Reading and analysing sample job descriptions; modifying resume accordingly, Analysing sample company profile, Decoding press releases	1
CO2	Interview Skills: Types of Interviews; Open & Closed Ended Questions; Hypothetical Questions; Situational Questions, Mock Interviews, Frequently asked questions, What To & Not to Ask in an Interview, Emotional Intelligence, Meeting Deadline. Activity: Responding to common interview questions, Mock interview sessions using breakout rooms	3
CO3	Negotiation and Decision Making Skills Negotiation and Decision Making Skills through Literary Analysis Activity: Analysis of excerpts from Shakespeare's "The Merchant of Venice" (court scene) and discussion on negotiation skills. Critical evaluation of excerpts from Shakespeare's "Hamlet"(Monologue by Hamlet)	2
CO 4	Time Management: Prioritizing; Multitasking; Self-awareness, Effects of Procrastination Activity: Designing work schedules	1
CO 5	Team Dynamics:	1

	<u>Problem Solving & Decision Making</u> , Problem based learning, Introduction to Problem Solving; Best Practices of Group Decision Making (consensus & ethical decisions); Implementing Decisions, Decision Making Activity: Team assignment	
CO 6	Conflict Management: Significance of Conflict Resolution; Steps & Usable Plan in Resolving Conflict; Anticipatory Action to Prevent Conflict Activity: Case studies on conflict resolution and management	1
CO 7	Building Verbal Ability: <u>Critical Reasoning:</u> Understanding Critical reasoning; Strategies to Solve-Assumption, Inference, Strengthening & Weakening Questions <u>Para jumbles;</u> Understanding Para jumbles ; Solving Strategies <u>Verbal Analogies;</u> Understanding Verbal Analogies; Solving Strategies Activity: In-class and takeaway exercises on different aspects of verbal ability, Quizzes, Reading newspapers, blogs, reviews for better comprehension	3
Total Sessions		12
Reference Books		
1	Quick Resume & Cover Letter Book: Write and Use an Effective Resume in Just One Day by Michael Farr (Author), JIST Editors (Author), Jist Works; 5th edition (2011)	
2	Asking the Right Questions, Global Edition [Print Replica] Kindle Edition by M. Neil Browne (Author), Stuart M. Keeley (Author) Pearson; 11th edition (2015)	
3	Getting Things Done: The Art of Stress-Free Productivity, David Allen, Penguin Books; Reprint edition (2002)	
4	The Official Guide to the GRE Revised General Test with CD-ROM, 2nd Edition, Educational Testing Services, McGraw Hill Education (India) Private Limited; 2nd edition (2012)	
5	How to Succeed at Interviews: Includes Over 200 Interview Questions, Rob Yeung, How to Books Ltd., 3rd Edition (2008)	
6	Presentation Zen: Simple Ideas on Presentation Design and Delivery, Garr Reynolds, New Riders(2007)	
7	The One Minute Manager, Kenneth H. Blanchard and Spencer Johnson, William Morrow (2003)	
8	The Passionate Programmer: Creating a Remarkable Career in Software Development (Pragmatic Life), Chad Fowler, Pragmatic Bookshelf; 1 edition (2009)	
9	The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change by Stephen R. Covey, Free Press (1989)	
10	How to Win Friends and Influence People, Dale Carnegie, Gallery Books (1936)	
11	Crucial Conversations: Tools for Talking When Stakes are High by Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler, McGraw-Hill Contemporary(2001)	
12	Peopleware: Productive Projects and Teams by Tom DeMarco, Timothy R. Lister, Dorset House Publishing Company, Incorporated (1999)	
13	The Definitive Book of Body Language by Barbara Pease and Allan Pease, Bantam (2006)	
14	Just Listen: Discover the Secret to Getting Through to Absolutely Anyone by Mark Goulston M.D. AMACOM; Reprint edition (2015)	
15	Power Questions: Build Relationships, Win New Business, and Influence Others by	

Andrew Sobel and Jerold Panas; Wiley; 1 edition (2012))

Websites

- 1 <https://www.mindtools.com/>
- 2 <http://www.skillsyouneed.com/general/transferable-skills.html>
- 3 <http://www.forbes.com/sites/lisaquast/2014/04/07/office-etiquette-tips-to-overcome-bad-manners-at-work/>
- 4 www.gyanjosh.com
- 5 www.indiabix.com
- 6 www.prep4paper.com
- 7 grammar.ccc.commnet.edu
- 8 learn-english-today.com
- 9 www.placementseason.com
- 10 www.campusgate.co.in
- 11 www.freshersworld.com
- 12 <http://www.creativelive.com/>
- 13 <http://www.lumosity.com>
- 14 www.tolearnenglish.com
- 15 www.testbook.com
- 16 www.testfunda.com
- 17 <https://mettl.com> (paid)
- 18 Udacity <http://www.udacity.com/>
- 19 edX <https://www.edx.org/>
- 20 Coursera <https://www.coursera.org/>
- 21 <http://class.stanford.edu/>
- 22 <http://venture-lab.stanford.edu/>
- 23 Iversity <https://iversity.org/>
- 24 FutureLearn <https://www.futurelearn.com/>
- 25 Duolingo <http://duolingo.com>
- 26 Udemy (company) <http://www.udemy.com/>
- 27 Skillshare <http://www.skillshare.com/>
- 28 Codecademy <http://www.codecademy.com>
- 29 Khan Academy <http://www.khanacademy.org/>
- 30 P2PU <https://p2pu.org/>
- 31 TED <http://ed.ted.com/>
- 32 Open Yale Courses <http://oyc.yale.edu/courses>
- 33 MIT OpenCourseWare <http://ocw.mit.edu/index.htm>
- 34 <http://nptel.iitm.ac.in/>

Mode: Assignments, Videos, Classroom Discussions, Activities, Case Studies

Assessment Method:

Classroom & Online (Moodle) Assessment in Various Activities, Using Rubrics; Viva for Final Examination

Recommendation by Board of studies on: 03.08.2021

Approval by Academic Council on:

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