



# INSTITUTE OF AERONAUTICAL ENGINEERING (Autonomous)

Dundigal, Hyderabad - 500 043

## COMPUTER SCIENCE AND INFORMATION TECHNOLOGY ENGINEERING

### DEFINITION AND TERMINOLOGY

Course Title	<b>SOFT SKILLS AND INTERPERSONAL COMMUNICATION</b>				
Course Code	AHSC15				
Program	B.Tech				
Semester	IV				
Course Type	Open Elective				
Regulation	IARE - UG-20				
Course Structure	Theory			Practical	
	Lecture	Tutorials	Credits	Laboratory	Credits
	3	0	3	-	-
Course Coordinator	Dr. Srijani Chowdhury, Assistant Professor				

### COURSE OBJECTIVES:

**The students will try to learn:**

I	Communication skills effectively in both spoken and written languages.
II	All-round personalities with a matured outlook to function effectively in different formal and informal situations. .
III	Self-confidence by mastering inter-personal skills, team management skills, and leadership skills. .
IV	Effective presentation skills which give an edge while interacting with people at all levels.

### COURSE OUTCOMES:

**After successful completion of the course, students should be able to:**

CO 1	<b>Understand</b> soft skills in the development of personality and use them in their daily life.	Understand
CO 2	<b>Relate</b> how to listen actively and respond productively to others.	Understand
CO 3	<b>Classify</b> the correct usage of English grammar in writing and speaking	Understand

CO 4	<b>Demonstrate</b> the significance of verbal and non-verbal communication in academic and non-academic platforms...	Understand
CO 5	<b>Explain</b> some of the strategies and challenges for effective speaking skills and make use of pre-reading skills to understand the content of advanced level text books.	Understand
CO 6	<b>Develop</b> various written communication strategies of cover letter writing, resume writing, E-mail writing and report writing.	Understand

## DEFINITION AND TERMINOLOGY:

MODULE I		
SOFT SKILLS		
1	<b>What are soft skills?</b> Soft skills are character traits that determine a person's relationships with other people	CO 1
2	<b>Give examples for soft skills</b> These skills can include social graces, communication abilities, language skills, personal habits, cognitive or emotional empathy, time management, team work and leadership traits.	CO 1
3	<b>What is the importance of soft skills?</b> Soft skills refer to both character traits and interpersonal skills that will influence how well a person can work or interact with others.	CO 1
4	<b>Define ' personality development?'</b> Word "Personality" literally means "True nature of a Person. ... extending one's reach of knowledge, developing certain specialties or skills, mastering .	CO 1
5	<b>What is personality development?</b> Personality development is the development of the organized pattern of behaviors and attitudes that makes a person distinctly.	CO 1
6	<b>What are the elements of personality development?</b> Personality development is the relatively enduring pattern of the thoughts, feelings, and behaviors that distinguish individuals from each other.	CO 1
7	<b>How are soft skills helpful?</b> Soft skills play a key role in understanding how a person interacts with the people, performs work tasks and builds relationships around him.	CO 1
8	<b>What is goal setting?</b> Goal setting involves the development of an action plan designed to motivate and guide	CO 3
9	<b>Why is goal setting important?</b> Goal setting is a powerful motivator.	CO 3
10	<b>What is creativity?</b>	CO 1

	Creativity is making up ideas to solve problems in different ways.	
11	<b>What is positivity?</b> Positivity is the frequent experience of positive emotions such as joy, hope, gratitude, interest, serenity or inspiration. It is the day-to-day pleasant experiences that leave a person feeling happy and satisfied .	CO1
12	<b>Benefits of Positivity? .</b> Mental benefits, social benefits, psychological benefits and health benefits	CO 1
13	<b>What is Motivation? Define</b> Motivation is the complex set of forces starting and keeping a person at work in an organization.	CO 1
14	<b>What is an optimistic attitude?</b> An optimistic attitude is the practice of focusing on the good in any given situation. It can have a big impact on your physical and mental health	CO 1
15	<b>Can you mention the benefits of positive thinking?’</b> Longer life span, lower chance of having a heart attack, better physical health, greater resistance to illness such as the common cold, lower blood pressure, better stress management & better pain tolerance.	CO 1
<b>MODULE II</b>		
<b>EFFECTIVENESS OF SOFT SKILLS</b>		
1	<b>What are the two methods of learning soft skills?</b> One method is formal training and the other is self-training.	CO 1
2	<b>Which is the most used form of communication?</b> Listening	CO 2
3	<b>How many major elements of communication are there?</b> Five	CO 2
4	<b>What type of listener doesn't grasp what the speaker is saying?</b> Superficial listener	CO 2
5	<b>Name any one tool of communication</b> Mail / Public speech	CO 5
7	<b>How many characteristics does an effective communication have?</b> Seven	CO 2
8	<b>What is the first step of oral presentation preparation?</b> Planning	CO 5
9	<b>What type of listener doesn't hear the speaker at all?</b> Non-listener	CO 2
10	<b>What is the last step of communication?</b> Feedback / Response	CO 2

11	<b>How do communication skills get impacted when soft skills are implemented?</b>	CO 2
	Soft skills develop oral and written communication skills and hone a person’s listening skills	
12	<b>Which barrier can be overcome by keeping calm during listening?</b>	CO 2
	Fear.	
13	<b>Which barrier is caused by deficiencies of an individual?</b>	CO 2
	Physiological barrier.	
14	<b>Which listener type focuses only on the verbal part and ignores the non-verbal aspect of the communication?</b>	CO 2
	Logical listener	
15	<b>Which type of dialogue do writers use to showcase the personality of the character?</b>	CO 2
	Inner dialogue	
<b>MODULE III</b>		
<b>ORAL AND AURAL COMMUNICATION</b>		
1	<b>What Is Labial?</b>	CO 3
	linguistics labial sounds are ones that you pronounce with your lips closed or close together or with your top teeth touching your bottom lip. ‘p’, ‘b’ , ‘f’, ‘v’, and ‘m’ are labial sounds	
2	<b>What Is Glottal?</b>	CO 3
	A glottal sound is one that you make in speaking when you partly or completely stop air as it passes through the throat.	
3	<b>What Is Alveolar?</b>	CO3
	A consonant sound such as ‘l’, ‘d’, ‘n’, or ‘t’, made with the tongue touching the skin behind your top front teeth.	
4	<b>What Is Fricative?</b>	CO3
	A speech sound that is made by pushing air out through a small space between your teeth and your tongue or lips, or between your tongue and palate (=the inside upper part of your mouth). ‘F’, ‘z’, and ‘th’ are fricatives.	
5	<b>What Is Affricate?</b>	CO3
	A sound used in speech that is like the ‘ch’ sound in ‘church’ or the ‘j’ sound in ‘judge’.	
6	<b>Define Phonetics ?</b>	CO3
	Phonetics is the scientific study of speech sounds.	
7	<b>Why should one learn Phonetics ?</b>	CO 3
	The alphabet which we use to write English has 26 letters but in English there are approximately 44 speech sounds.	

8	<b>Define a vowel ?</b>	CO 3
	Phonetically, a vowel is a sound produced without friction in the vocal tract.	
9	<b>Define a consonant?</b>	CO3
	A consonant is a speech sound that is articulated with complete or partial closure of the vocal tract.	
10	<b>Define Word stress?</b>	CO 3
	The additional breath force used in stressing a particular syllable is stress.	
11	<b>What are contractual questions?</b>	CO 1
	Contractual questions are used to confirm the positivity or the negativity of the statement.	
12	<b>Mention an example for a word which can be used as a noun and a verb.</b>	CO 3
	Sleep	
13	<b>What is Note taking?</b>	CO 3
	Note taking is one of the skills to take down the notes during the progression of a lecturer, talk or speech.	
14	<b>What is hearing?</b>	CO 1
	The process of any sound entering the ears.	
15	<b>What is listening?</b>	CO 2
	The process of hearing and understanding the words and the message of the speaker.	
<b>MODULE IV</b>		
<b>VERBAL AND NONVERBAL COMMUNICATION</b>		
1	<b>Explain the various aspects of facial expressions.</b>	CO 4
	Happiness, sadness, anger, surprise, disgust, fear, confusion, excitement, desire and contempt.	
2	<b>Define non-verbal communication.</b>	CO 4
	Non-verbal communication includes gestures, facial expressions, cultural/traditional practices/unspoken understandings and body positions( known collectively as “body language”)	
3	<b>Define verbal communication.</b>	CO 4
	A type of Oral communication where in the message / feelings / thoughts / ideas and opinions are transmitted through the spoken words.	
4	<b>Mention the various elements of nonverbal communication.</b>	CO 4
	Gestures, facial expressions, cultural / traditional practices / unspoken understandings and body positions.	

5	<b>Explain briefly the terms postures and gestures.</b>	CO 4
	Postures can reflect emotions, attitudes and intentions. Open, closed, open/closed postures etc., Gestures are emblems, illustrators, regulators and adaptors.	
6	<b>Name a form of non-verbal communication</b>	CO 4
	Gestures / Facial expressions	
7	<b>Name a few visual aids.</b>	CO 4
	Whiteboards and interactive whiteboards, flipchart, over-head projector (OHP), slides video, powerpoint or other presentation software, handouts	
8	<b>What is the difference between posture and gesture?</b>	CO 4
	Posture can reflect emotions, attitudes and intentions. Gesture is the movement of any part of the body, especially a hand or the head, to express a thought or an idea.	
9	<b>Explain briefly the preparation of power point presentation.</b>	CO 4
	Prepare the slides neatly without cluttering, sequence properly and let the moot points appear on the slides.	
10	<b>Define presentation skills?</b>	CO 4
	Presentation skills are the skills we need in delivering effective and engaging presentations to a variety of audiences.	
11	<b>What are the types of Presentation Skills?</b>	CO 4
	They are persuasive, explanatory, instructional and briefing skills.	
12	<b>What are communication barriers?</b>	CO 4
	Communication barriers are something that prevents us from correctly getting and accepting the messages others use to communicate their information, thoughts and ideas.	
13	<b>What is a gesture?</b>	CO 4
	Gesture is movement of part of the body, especially a hand or the head, to express an idea or meaning.	
14	<b>What is ‘effective non-verbal communication’?</b>	CO 4
	Non-verbal communication is not only about moving our body but also about our facial expressions.	
15	<b>Recall the meaning of body language’.</b>	CO 4
	Body language is the essential interpersonal skills that use non-verbal aspects of communication.	
<b>MODULE V</b>		
<b>WRITING SKILLS</b>		
1	<b>Mention the significance of writing?</b>	CO 6
	Writing skills are an important part of communication which allows you to communicate the message with clarity and ease to a far larger audience than through face-to-face or telephone conversations.	

2	<b>State any five keys for effective written communication?</b>	CO 6
	1) concrete and specific, not vague, and abstract 2) concise, not verbose 3) familiar, not obscure 4) precise and clear, not inaccurate or ambiguous 5) constructive, not destructive.	
3	<b>List any four main characteristics of effective language ?</b>	CO 6
	Predicting and analyzing the solution	
4	<b>List the elements of Paragraph.</b>	CO 6
	Proper length, unity, coherence.	
5	<b>Recall the developmental techniques and methods in writing a paragraph?</b>	CO 6
	Inductive method, deductive method, chronological method and spatial methods.	
6	<b>Define“coherence”in paragraph writing.?</b>	CO 6
	Coherence is the logic of organizing the text in a logical and chronological sequence.	
7	<b>What is the most appropriate salutation for formal letter?</b>	CO 6
	Sir/Madam	
8	<b>What is the complimentary close used while writing to a known person?</b>	CO 6
	Yours sincerely	
9	<b>Classify the types of letters.</b>	CO 6
	Formal letters and informal letters.	
10	<b>List all four techniques of writing precisely.</b>	CO 6
	Use active voice, avoid vague nouns, use words not definitions, avoid nounstrings.	
11	<b>Discuss any three main points regarding descriptive writing..</b>	CO 6
	1.Drafting 2. Revising 3. Editing	
12	<b>What is sensible writing?</b>	CO 6
	Sensible writing grabs hold of the readers and won't let them go until they read till the end.	
13	<b>List out the components of a formal letter.</b>	CO 6
	A formal letter comprises – Date, FROM and TO address, a subject, salutation, body of letter and a leave taking with a complementary close.	
14	<b>State when can we use expository writing?</b>	CO 6
	We can use expository writing to present an idea or relevant discussion that helps explain or analyze information.	

15	<b>Mention elements that we should avoid in writing a letter?</b>	CO 6
	Irrelevant information, being impolite in suggestions, even while writing a complaint, lengthy sentences use of complicated English words.	

**Course Coordinator:**  
**Dr. Srijani Chowdhury, Assistant Professor**

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