



SECOND SEMESTER 2020-21
COURSE HANDOUT

Date: 18.01.2021

In addition to part I (General Handout for all courses appended to the Time table) this portion gives further specific details regarding the course.

Course No : BITS F226
Course Title : SOFT SKILLS FOR PROFESSIONALS
Instructor-in-Charge : Sangeeta Sharma
Instructor(s) : -
Tutorial/Practical Instructors: -

- 1. Course Description:** The course is strategically divided into three main domains: Social, Academic, and Professional. The students will be able to nurture good personality, etiquette and emotional intelligence. With the help of case studies, visual aids and group participation it is expected that the student will be good communicator, conscientious presenter and an academic writer. The course will enable the students to learn social and academic skills to build a strong prospect in the competitive job market. The rules for succeeding in business are constantly changing. Not too long ago, technical competence and knowledge were the key drivers of career growth and success. However, with the advent of globalization, importance of soft skills has increased manifold and that is why this course will be useful of the science and engineering students.

2. Scope and Objective of the Course:

- To create awareness on various aspects of Soft Skills and their importance in individual's growth leading to enhanced organizational performance.
- To differentiate between soft skills and hard skills.
- To appreciate why soft skills are essential for employability.
- To comprehend the importance of collaboration bridge between the academia and the industry for building knowledge economy.
- To know about the plans of various departments for skill enhancement of their professionals.
- To appreciate the importance of the employability skills in global perspective.

3. Text Books: Chauhan, G.S and Sangeeta Sharma. Soft Skills-An integrated approach to maximize personality. Wiley: New Delhi.2015

4. Reference Books:

R1. Sonmez, John. Soft Skills: The software developer's life manual 1st Edition. Manning Publication: New York. 2015.

R2. Ramesh, Gopalaswamy. The Ace of Soft Skills: Attitude, Communication and Etiquette for Success. Pearson: New Delhi. 2013.

R3. Peggy, Claus. The Hard Truth About Soft Skills: Workplace Lessons Smart People Wish They'd Learned Sooner. Harper Collins: New York. 2003.

R4. Wentz, Frederick H. Soft Skills Training: A workbook to develop skills for employment.



5. Course Plan:

S.No	Module	Lecture Session	Reference	Learning outcomes
1.	Soft Skills V/S Hard Skills: An Introduction	L(1-3) Skills to master, Academia- industry connect, inter disciplinary global prospectus	Ch.1	<ul style="list-style-type: none"> Differentiate between soft skills and hard skills. Appreciate why soft skills are essential for employability. Comprehend the importance of collaboration bridge between the academia and the industry for building knowledge economy. Know about the plans of various departments for skill enhancement of their professionals. Appreciate the importance of the employability skills in global perspective. Know about the roll-out of the new Skill India programme for better employability and productivity.
2.	Social Skills: Personality development	L(4-6) Knowing yourself, Positive thinking, Johari's window, Communication Skills, non-verbal communication and Physical fitness	Ch.2	<ul style="list-style-type: none"> Know why personality of an individual is important. Learn about positive thinking and its impact on personality. Understand Johari's window. Know the role of communication skills in personality development. Understand the connect between physical fitness and personality development.
3.	Emotional intelligence	L(7-8) Meaning, Need for emotional intelligence, Components of Emotional Intelligence, Skills to develop emotional intelligence	Ch.3	<ul style="list-style-type: none"> Understand what is emotional intelligence. Differentiate between emotional intelligence quotient and intelligence quotient. Explain why emotional intelligence is the driver of life. Learn about self-management and self-awareness for personal excellence. Know about social awareness and relationship management



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				for social and professional success. <ul style="list-style-type: none"> • Understand the art of being emotionally intelligent.
4.	Etiquette	L(9) Introduction, Professional etiquette, Technology etiquette	Ch.4	<ul style="list-style-type: none"> • Know about etiquette and mannerism and their roles in professional life. • Learn how to inculcate various etiquette. • Know different mannerisms for desired behaviour in varied situations. • Understand telephone and email etiquette. • Learn tips to improve business etiquette.
5.	Study Skills: Communication Skills	L(10-14) Introduction, Significance of communication, Vitality of the communication process, Fundamental of good listening, Nature of Non- Verbal Communication, Communication in a digital world	Ch.5	<ul style="list-style-type: none"> • Illustrate the importance of communication. • Define communication. • Explain the communication process. • Discuss the relevance of listening skill. • Understand the significance of intercultural communication. • Learn about the non-verbal communication. • Explore new ways of digital communication.
6.	Academic writing	L(15-17) Introduction, What is Resume, Curriculum Vitae & Scannable Resume, Job application or cover letter	Ch.6	<ul style="list-style-type: none"> • Understand the necessity of job communication. • Differentiate between resume and curriculum vitae. • Familiarise with dos and don'ts of resume writing. • Structure the resume-length, format and content. • Choose the right format for resume writing. • Develop job application or cover letters.
7.	Group Discussion	L(18-21) Introduction, Ambience/Seating arrangement for group discussion, importance, difference between group, panel discussion and debate, traits evaluated in group discussion tips for successful participation in group discussion	Ch.9	<ul style="list-style-type: none"> • Understand the definition and meaning of group discussion (GD) • Know the difference between GD, panel discussion and debate • Understand the dynamics of GD • Know about the traits to be developed for successful GD • Understand the reasons for failure in GD



8.	Interviews	L(22-24) Introduction, Importance of resume, definition of interview, types of interviews, steps of job interviews, Interview skill tips and changes in interview process	Ch.8	<ul style="list-style-type: none"> • Know about the importance of job interviews • Understand how a well-written resume leads to interview calls • Know about the company before giving interview for a job in it • Distinguish between different types of interviews • Know the preparatory steps to face a job interview • Learn positive traits • Know the tips to crack a job interview
9.	Presentations and Public Speaking	L(24-29) Nature of Oral presentation; planning, preparing and delivering the presentation	Ch.7	<ul style="list-style-type: none"> • Understand the importance of professional presentations • Plan the initial steps for preparing presentations • Explain the complete procedure of planning and presentation • Discuss the types of visual aids and their utilities • Explain how to manage stage fright and anxiety • Suggest how to rehearse and deliver
10.	Career Planning Skills: Creative thinking	L(30-31) Introduction, Current workplaces, creativity, motivation, nurturing hobbies and the six thinking hat method	Ch.10	<ul style="list-style-type: none"> • Define creativity and its significance. • Know the importance of creativity in the workplace. • Find out how motivation can be increased through creativity. • Know the role of hobbies in nurturing creativity. • Learn about De Bono's Six Thinking Hats.



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11.	Ethical Values	L(32-34) Introduction, Ethic and society, theories of ethic, correlation between values and behaviors, importance of work ethics , problems in the absence of work ethics	Ch.11	<ul style="list-style-type: none"> • Understand the best ethical practices. • Know the definition and correlation of ethics and society. • Suggest ways to inculcate good ethical practices at the workplace. • Tell why ethics are important for organisations. • Know what problems organisations face due to lack of ethics.
12.	Capacity Building: Learn Unlearn & Relearn/Domain knowledge	L(35-36) Introduction, need, importance and elements of capacity building, zones of learning, ideas for learning and strategies for capacity building	Ch.12	<ul style="list-style-type: none"> • Know what is capacity building. • Understand why capacity building is essential for life. • Know the various zones of learning available to a professional. • Work on the strategies for capacity building. • Introduce plans for learning and relearning. • Know new online sources to get updated with contemporary programmes.
13.	Leadership and Team Management	L(37) Introduction, Leader and leadership, leadership traits and culture, style, trends, team building and types of team	Ch.13	<ul style="list-style-type: none"> • Know what make great leaders. • Learn about the traits of good leader. • Find out how leaders inculcate conducive corporate culture. • Understand different leadership styles. • Understand different stages of team building. • Know the various types of team working in the organisation.



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14.	Decision making/ Negotiation	L(38-39) Introduction, steps, techniques for decision making, negotiation fundamentals and styles and its concepts	Ch.14	<ul style="list-style-type: none"> • Learn about significance of decision making and negotiation. • Know why decision making is essential at workplace. • Understand the power of information and research data in decision making. • Know the planned steps for decision making. • Learn the techniques for effective decision making. • Understand how negotiation helps in decision making.
15.	Time and Stress Management	L(40-42) Introduction, stress in today's time, ways to cope with stress, steps to be taken in the organizations	Ch.15	<ul style="list-style-type: none"> • Know the reasons of stress in an individual's life • Learn about the signs of stress • Know the ways to cope with stress • Understand the importance of time management • Learn the four Ds of management

6. Evaluation Scheme:

Component	Duration	Weightage (%)	Date & Time	Nature of component (Close Book/ Open Book)
Mid-Semester Test	90 Min.	20% (40M)	TBD	Closed Book
Comprehensive Examination	3 h	30% (60M)	08/05 FN	Closed Book
Assignments		50% (100M)	To be announced in the class	Open Book

7. Chamber Consultation Hour: To be announced in the class.

8. Notices: All notices will be uploaded on Nalanda or Google Classroom.

9. Make-up Policy: Make-up subject to prior permission of Instructor in Charge.

10. Note (if any): Learning happens if you are present in the class.

Instructor-in-charge
Course No.: BITS F226