

Lovely Professional University, Punjab

Course Code	Course Title	Course Planner	Lectures	Tutorials	Practicals	Credits
PES314	SOFT SKILLS-I	19826::Jyoti Singh	1	2	0	2
Course Weightage	ATT: 15 CA: 30 ETP: 55	Exam Category: X6: Mid Term Exam: Not Applicable – End Term Exam: Practical				
Course Orientation	PLACEMENT EXAMINATION, PLACEMENT EXAMINATION(Mass Recruiters), SKILL ENHANCEMENT					

Reference Books (R)			
Sr No	Title	Author	Publisher Name
R-1	PERSONALITY DEVELOPMENT AND SOFT SKILLS	BARUN K. MITRA	OXFORD UNIVERSITY PRESS
R-2	PERSONAL DEVELOPMENT FOR LIFE AND WORK	MASTERS WALLACE	CENGAGE LEARNING
R-3	SOFT SKILLS:KNOW YOURSELF AND KNOW THE WORLD	DR. K. ALEX	S Chand Publishing

Relevant Websites (RW)		
Sr No	(Web address) (only if relevant to the course)	Salient Features
RW-1	http://businessjargons.com/verbal-communication.html	A detailed article on communication skills.
RW-2	https://www.linkedin.com/pulse/linkedin-most-followed-members-jim-cody	An interesting article on LinkedIn.
RW-3	http://www.bbc.co.uk/newsbeat/article/36588029/this-graduate-made-his-cv-look-like-gq-magazine---and-it-worked	An insightful article on impression management.
RW-4	http://fashion.allwomenstalk.com/tips-for-modern-power-dressing	An article on power dressing for women.
RW-5	http://www.esquire.com/style/mens-fashion/g1844/style-tips-to-help-your-next-meeting-100614/	An article on rules of power dressing for men.
RW-6	http://www.placementor.com/resources/group_discussion_skills.htm	An article on group discussion skills.
RW-7	https://www.monster.com/career-advice/article/Interview-Cheat-Sheet	An article on interview checklist and preparation tips.
RW-8	https://www.thebalance.com/winning-interview-skills-2061350	An informative article on interview skills.
RW-9	https://socialmediaweek.org/blog/2015/07/time-management-lessons-leaders/	An article on time management lessons.
RW-10	http://the-happy-manager.com/articles/why-is-teamworking-important/	An interesting article on team work.
RW-11	https://www.etiquettescholar.com/etiquette_scholar/dining_etiquette.html	A comprehensive article on dining etiquette.
RW-12	http://www.a-to-z-of-manners-and-etiquette.com/manners.html	An article on social etiquette.
RW-13	http://www.a-to-z-of-manners-and-etiquette.com/office-etiquette.html	Article on office etiquette.

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RW-14	https://smallbiztrends.com/2013/11/ways-to-communicate-effectively-in-the-workplace.html	An article on communicating effectively in the workplace.
RW-15	https://nextshark.com/jack-ma-failures/	An article for anecdote on Jack Ma.
RW-16	https://www.mouseplanet.com/9365/Of_Failure_and_Success_The_Journey_of_Walt_Disney	Article for anecdote on Walt Disney.
RW-17	http://www.dailymail.co.uk/news/article-1221021/Maldives-underwater-cabinet-meeting-held-highlight-impact-climate-change.html	Article for anecdote on the importance of group discussion.
RW-18	http://www.htcampus.com/article/types-of-group-discussions-gd-1217/	Informative article on types of group discussion.

Audio Visual Aids (AV)		
Sr No	(AV aids) (only if relevant to the course)	Salient Features
AV-1	https://www.youtube.com/watch?v=JIKU_WT0BlS	NPTEL lecture on listening skills.
AV-2	https://www.youtube.com/watch?v=ZK3jSXYBNak	Video on four essential tips on body language by speaking world champion-Dananjaya Hettiarachchi.
AV-3	https://www.youtube.com/watch?v=bbz2boNSeL0	Full Speech of Dananjaya Hettiarachchi World Champion of Public Speaking 2014.
AV-4	https://www.youtube.com/watch?v=7a8ncSBU-Eg	Top ten rules for success by Oprah Winfrey.
AV-5	https://www.youtube.com/watch?v=pqDTC7hmwoU	Video on tips for group discussion.
AV-6	https://www.youtube.com/watch?v=SqGRnlXplx0	Interesting video on time management.
AV-7	https://www.youtube.com/watch?v=ftPOy4yUGMQ	Interesting video on power of team work.

LTP week distribution: (LTP Weeks)	
Weeks before MTE	7
Weeks After MTE	7
Spill Over (Lecture)	3

Detailed Plan For Lectures

Week Number	Lecture Number	Broad Topic(Sub Topic)	Chapters/Sections of Text/reference books	Other Readings, Relevant Websites, Audio Visual Aids, software and Virtual Labs	Lecture Description	Learning Outcomes	Pedagogical Tool Demonstration/ Case Study / Images / animation / ppt etc. Planned	Live Examples

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Week 1	Lecture 1	Communication skills (verbal, non-verbal and para-verbal communication)	R-1 R-2 R-3	RW-1	Discussion on corporate expectations and importance of soft skills to be successful.	Students understand the importance of soft skills and essentials of communication skills.	Ice-breaking(5 mins), zero lecture (30 mins), meaning and importance of key components of communication skills- verbal, non-verbal and para-verbal communication(20 mins).	Speeches by Barack Hussein Obama II and Anand Mahindra
Week 2	Lecture 2	Communication skills (barriers to effective communication)	R-1 R-2		Brainstorming session and discussion on barriers to effective communication.	Students analyze the barriers that affect communication and learn ways to overcome them for effective communication.	Anecdote(5 mins), discussion on current affairs (5mins), discussion on semantic barriers, psychological or emotional barriers, personal barriers, physical barriers, organizational barriers(20 mins).	John F Kennedy, Nelson Mandela
		Communication skills (elements of effective communication including listening skills)	R-1 R-2	AV-1 AV-3 AV-4	Discussion on elements of effective communication including listening skills.	Students acquire knowledge to communicate in a way that is clear, concise and embraced by others.	Discussion on elements to effective communication focussing on 7 C's of communication (5 mins), listening skills(5 mins).	Shashi Tharoor, Oprah Winfrey
		Communication skills (platform skills)	R-1 R-2	AV-2	Discussion on platform skills.	Students develop skills to overcome stage fear and deliver a powerful speech.	Trainer introduces platform skills by citing examples of famous speakers, various elements of platform skills- effective opening and closing, effectively managing nervousness, engaging audience, using effective body language(15 mins).	Narendra Damodardas Modi
Week 3	Lecture 3				Presentation - Individual 1			

Week 4	Lecture 4	Grooming and etiquette (power dressing)	R-1 R-2 R-3	RW-4 RW-5	Discussion on power dressing.	Students become aware about the importance of appropriate professional dressing for workplace.	Anecdote(5 mins), discussion on current affairs(5 mins), discussion based introduction to power dressing and its importance with examples, discussion on professional dressing for men and women(10 mins).	
		Grooming and etiquette (social etiquette)	R-1 R-2 R-3	RW-11 RW-12	Discussion on social etiquette.	Students learn accepted etiquette for various social situations for personal and professional growth.	Trainer discusses social etiquette, social communication and introduction to dining etiquette(15 mins).	
		Grooming and etiquette (business etiquette)	R-1 R-2 R-3	RW-13 RW-14	Discussion on business etiquette.	Students understand the concepts of business etiquette for various business situations.	Trainer discusses about office protocols, professional conduct, communication and etiquette in the workplace(20 mins).	
Week 5	Lecture 5	Impression management (motives)	R-1 R-2 R-3		Discussion on motives of the students.	Students describe their aspirations and respective driving forces behind the same.	Anecdote(5 mins), discussion on current affairs(5 mins), Trainer elicits response from students about their vision and aspiration in life(5 mins).	
		Impression management (goal setting)	R-1 R-2 R-3		Discussion on goals to achieve the motives.	Students identify the goals to achieve their aspirations.	Trainer explains goals as an important factor governing the ways and strategies of impression management(5 mins).	Richard Branson, Bill Gates

Week 5	Lecture 5	Impression management (self-presentation)	R-1 R-2 R-3		Discussion on presentation of self through various modes.	Students explore options to present themselves in the best possible light to the corporate sector.	Trainer encourages question based discussion on how to cast an impression and build a professional network(5 mins).	Jack Welch, Deepak Chopra MD
		Impression management (face to face communication)	R-1 R-2 R-3		Discussion on ways to project a professional image.	Students project themselves professionally with confidence.	Trainer elaborates on art of self-presentation (5 mins).	Arianna Huffington, Jeff Weiner
		Impression management (computer mediated communication)	R-1 R-2 R-3	RW-2	Discussion on casting an image through curriculum vitae and LinkedIn profile.	Students design an effective curriculum vitae and LinkedIn profile.	Trainer helps students understand the importance and format of curriculum vitae and LinkedIn profile and discusses all essential elements in detail(20 mins).	Daniel Goleman, Gretchen Rubin
		Impression management(art of impression management)	R-1 R-2 R-3	RW-3	Discussion on learning the art of impressing people during face to face interaction or social media.	Students present themselves to cast a positive impression.	Trainer explains the impact and art of impression management (5 mins).	Sumukh Mehta
Week 6	Lecture 6				Presentation - Individual 2			
SPILL OVER								
Week 7	Lecture 7				Spill Over			
MID-TERM								
Week 8	Lecture 8	Group discussion(meaning and importance of group discussion)	R-1 R-2 R-3	RW-17 AV-5	Deliberation on relevance of group discussion.	Students identify the necessity and relevance of group discussion in recruitment and selection procedure.	Anecdote(5 mins), discussion on current affairs(5 mins). Trainer introduces the concept of group discussion and its importance in the hiring process(5 mins).	

Week 8	Lecture 8	Group discussion(skills required for an effective group discussion)	R-1 R-2 R-3	RW-6	Question based discussion on various essential skills required for a group discussion.	Students learn the skills required to ace a group discussion.	Discussion on skills tested in group discussion focusing on- knowledge, communication skills, leadership skills, team work, time management, taking initiative, conflict handling skills, persuasiveness and group acceptance (10 mins).	
		Group discussion(types of group discussion)	R-1 R-2 R-3	RW-18	Discussion on types of group discussion.	Students recognize the classification of group discussion.	Trainers explains types of group discussion- knowledge based, abstract, controversial, and opinion seeking(5 mins).	
		Group discussion(group discussion etiquette)	R-1 R-2 R-3		Discussion on etiquette to be followed during group discussion.	Students imbibe manners and behaviors to be followed in group discussion.	Trainer discusses etiquette and manners along with do's and don'ts to be followed in group discussion(5 mins).	
		Group discussion(roles in group discussion)	R-1 R-2 R-3		Question based discussion on roles participants can play in a group discussion.	Students learn to differentiate between various roles to be played in a group discussion.	Trainer discusses positive and negative roles participants can play in a group discussion- initiator, coordinator, natural leaders, antagonizers, fickle and silent spectators(5 mins).	
		Group discussion(mock group discussion)	R-1 R-2 R-3		Mock group discussion is conducted.	Students demonstrate etiquette while participating in a mock group discussion.	Trainer conducts mock group discussion on various topics(15 mins).	
Week 9	Lecture 9				Group Discussion			

Week 10	Lecture 10	Interview skills(pre-interview preparation)	R-1 R-2 R-3	RW-7 RW-15	Discussion based session on interview skills.	Students recognize the essentials of preparation before the interview.	Anecdote on Jack Ma(5 mins), discussion on current affairs(5 mins), Trainer discusses pre-interview preparation focussing on- pre-interview kit, research about the company and understanding job profile, preparing and practicing questions(15 mins).	
		Interview skills(pre-placement talk etiquette)	R-1 R-2 R-3		Discussion on etiquette to be followed in pre-placement talk.	Students understand and demonstrate the etiquette to be followed in pre-placement talks.	Trainer discusses the purpose and importance of pre-placement talk, etiquette and manners to be followed, brainstorming on type of questions to be asked(20 mins).	
		Interview skills(types of interview)	R-1 R-2 R-3	RW-8	Various types of interviews are discussed.	Students identify the types of interviews during recruitment and selection procedure.	Discussion on telephonic interview, face to face interview, Skype interview and group interview(10 mins).	
Week 11	Lecture 11	Interview skills (competencies tested during an interview)	R-1 R-2 R-3	RW-16	Question based discussion is held on competencies judged.	Students assess the competencies evaluated by the corporates.	Anecdote on Walt Disney(5 mins), discussion on current affairs(5 mins), discussion on skills and competencies tested during an interview(10 mins).	

Week 11	Lecture 11	Interview skills(interview questions)	R-1 R-2 R-3		Discussion on various interview questions and suggested answers.	Students practice the answers to various interview questions.	Interactive session. Discussion on type of questions asked during an interview focusing on-questions based on goal setting, knowledge, skills, attitude, extra-curricular activities, internships, projects, general awareness and current affairs(20 mins).	
		Interview skills(mock interviews)	R-1 R-2 R-3		Mock interviews are held.	Students participate in mock interviews to discern real life interview experience.	Trainer conducts mock interviews and gives constructive feedback(15 mins).	
Week 12	Lecture 12				Interview			
Week 13	Lecture 13	Professionalism(time management)	R-2 R-3	RW-9 AV-6	Discussion on essence of time management and techniques to be followed.	Students understand the importance of managing their time effectively.	Ice-breaker(5 mins), discussion current affairs(5 mins), trainer discusses importance of time management, time matrix, time savers, time wasters(20 mins).	
		Professionalism(team work)	R-2 R-3	RW-10 AV-7	Discussion and practice on team management skills.	Students learn to work in a team effectively.	Discussion on characteristics of effective teams, building and maintaining teams, collaborative communication, managing conflict (25 mins).	
		SPILL OVER						
Week 14	Lecture 14				Spill Over			
Week 15	Lecture 15				Spill Over			

Scheme for CA:

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CA Category of this Course Code is:A0404 (4 out of 4)

Component	Weightage(%)
Presentation - Individual	25
Presentation - Individual	25
Group Discussion	25
Interview	25

Details of Academic Task(s)

Academic Task	Objective	Detail of Academic Task	Nature of Academic Task (group/individuals)	Academic Task Mode	Marks	Allotment / submission Week
Presentation - Individual 1	To evaluate the students on communication and presentation skills.	Students deliver a short oral presentation and trainer evaluates their communication, presentation and platform skills. Parameters of evaluation- elocution-5 marks, subject knowledge-5 marks, organization of content-5 marks, mechanics-5 marks, kinesics-5 marks, enthusiasm and confidence-5 marks.	Individual	Offline	30	2 / 3
Presentation - Individual 2	To evaluate how effectively students project a positive, poised and professional image to peers, superiors and recruiters.	Students prepare their curriculum vitae and submit the hard copy for evaluation. Students also create their LinkedIn profiles and deliver a short presentation on their personal profile and trainer evaluates. Parameters of evaluation- curriculum vitae-10 marks, LinkedIn profile-10 marks, profile presentation-10 marks.	Individual	Offline	30	5 / 6
Group Discussion	To evaluate the students on group discussion skills.	Students participate in a group discussion on an assigned topic and trainer evaluates. Parameters of evaluation- analysis of the topic-5 marks, coherence of content-5 marks, language proficiency-5 marks, interpersonal skills-5 marks, body language-5 marks, group discussion etiquette-5 marks.	Individual	Offline	30	8 / 9
Interview	To evaluate students on their ability to answer varied interview questions confidently.	Students are interviewed and assessed on their performance. Parameters of evaluation- grooming-5 marks, language proficiency-5 marks, general attitude-5 marks, comprehending the question and justifying the answer-5 marks, extra-curricular activities-5 marks, etiquette-5 marks.	Individual	Offline	30	11 / 12

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Plan for Tutorial: (Please do not use these time slots for syllabus coverage)

Tutorial No.	Lecture Topic	Type of pedagogical tool(s) planned (case analysis,problem solving test,role play,business game etc)
Tutorial1	Communication skills	Discussion on current affairs (5 mins), Trainer conducts activity T1 mentioned in the course file of communication skills(40 mins), activity debrief(10 mins).
Tutorial2	Communication skills	Discussion on current affairs(5 mins), Trainer conducts activity T2 mentioned in the course file of communication skills(40 mins), activity debrief(10 mins).
Tutorial3	Communication skills	Discussion on current affairs(5 mins), Trainer conducts extempore on various topics to help students gauge their language proficiency(35 mins), peer review/trainer feedback(15 mins).
Tutorial4	Communication skills	Discussion on current affairs(5 mins), Trainer conducts debate or declamation on various topics for students to practice and hone their communication skills(35 mins), peer review/trainer feedback(15 mins).
Tutorial5	Communication skills	Academic task
Tutorial6	Communication skills	Academic task
Tutorial7	Grooming and etiquette	Discussion on current affairs(5 mins), Trainer conducts role play R1- T7 on social etiquette mentioned in the course file of grooming and etiquette(35 mins), peer review/trainer feedback(15 mins).
Tutorial8	Grooming and etiquette	Discussion on current affairs(5 mins), Trainer conducts role play R2- T8 on business etiquette mentioned in the course file of grooming and etiquette(35 mins), peer review/trainer feedback(15 mins).
Tutorial9	Impression management	Discussion on current affairs(5 mins), Trainer displays standardized curriculum vitae format and discusses the elements in detail with students. Students are then asked to make their personalized curriculum vitae(50 mins).
Tutorial10	Impression management	Discussion on current affairs(5 mins),Trainer elaborates on LinkedIn profile and the importance of effectively branding oneself through it. Students customize their LinkedIn profiles(50 mins).
Tutorial11	Impression management	Academic task
Tutorial12	Impression management	Academic task
Tutorial13	Introduction to group discussion	Discussion on current affairs(5 mins). Trainer conducts open house discussions on general topics(30 mins), peer review and trainer feedback on content and mannerism(20 mins).
Tutorial14	Introduction to group discussion	Discussion on current affairs(5 mins). Mock group discussions on general topics(30 mins), peer review and trainer feedback on content and mannerism (20 mins).

After Mid-Term		
Tutorial15	Group discussion	Discussion on current affairs (5 mins), Mock group discussion on topics related to current affairs and opinion based topics followed by peer review and trainer feedback(50 mins).
Tutorial16	Group discussion	Discussion on current affairs(5 mins), Mock group discussion on abstract and controversial topics followed by peer review and trainer feedback (50 mins).
Tutorial17	Group discussion	Academic task
Tutorial18	Group discussion	Academic task
Tutorial19	Interview skills	Discussion on current affairs(5 mins), Mock interviews on questions related to knowledge, skills and attitude followed by peer review and trainer feedback(50 mins).
Tutorial20	Interview skills	Discussion on current affairs(5 mins), mock interviews on questions related to justification of curriculum vitae followed by peer review and trainer feedback(50 mins).
Tutorial21	Interview skills	Discussion on current affairs(5 mins), role play by students enacting as interviewers and interviewees followed by peer review/trainer feedback (50 mins).
Tutorial22	Interview skills	Discussion on current affairs(5 mins), role play by students enacting as interviewers and interviewees followed by peer review/trainer feedback (50 mins).
Tutorial23	Interview skills	Academic task
Tutorial24	Interview skills	Academic task
Tutorial25	Professionalism	Discussion on current affairs(5 mins), Trainer conducts activity T25 on time management mentioned in the course file of professionalism(40 mins), activity debrief(10 mins).
Tutorial26	Professionalism	Discussion on current affairs(5 mins), Trainer conducts activity T26 on team work mentioned in the course file of professionalism(40 mins), activity debrief(10 mins).
Tutorial27	Recap	Discussion on current affairs(5 mins), Practice session on group discussion and personal interview (50 mins).
Tutorial28	Recap	Trainer conducts experiential learning activity for students.