

23CS32SC –SOFT SKILLS

Course Category:	Skill Enhancement Course	Credits:	2
Course Type:	Theory	Lecture-Tutorial-Practical:	0-1-2
Prerequisite:	<ul style="list-style-type: none">Knowledge in Soft Skills	Sessional Evaluation: Univ. Exam Evaluation: Total Marks:	30 70 100
Course Objectives:	Students undergoing this course are expected:		
	<ul style="list-style-type: none">To encourage all round development of the students by focusing on soft skillsTo make the students aware of critical thinking and problem-solving skillsTo enhance healthy relationship and understanding within and outside an organizationTo function effectively with heterogeneous teams		

Course Outcomes:	Upon successful completion of the course, the students will be able to:	
	CO1	List out various elements of soft skills.
	CO2	Describe methods for building professional image.
	CO3	Apply critical thinking skills in problem solving.
	CO4	Analyse the needs of an individual and team for well-being..
	CO5	Assess the situation and take necessary decisions
	CO6	Create a productive work place atmosphere using social and work-life skills ensuring personal and emotional well-being

Course Content:	<p style="text-align: center;"><u>UNIT-I</u></p> <p>Soft Skills & Communication Skills: Soft Skills - Introduction, Need - Mastering Techniques of Soft Skills – Communication Skills -Significance, process, types - Barriers of communication - Improving techniques</p> <p>Activities:</p> <p>Intrapersonal Skills- Narration about self- strengths and weaknesses- clarity of thought – self- expression – articulating with felicity (The facilitator can guide the participants before the activity citing examples from the lives of the great, anecdotes and literary sources)</p> <p>Interpersonal Skills- Group Discussion – Debate – Team Tasks - Book and film Reviews by groups - Group leader presenting views (non- controversial and secular) on contemporary issues or on a given topic.</p> <p>Verbal Communication- Oral Presentations- Extempore- brief addresses and speeches- convincing- negotiating- agreeing and disagreeing with professional grace.</p> <p>Non-verbal communication – Public speaking – Mock interviews – presentations with an objective to identify non- verbal clues and remedy the lapses on observation</p>
	<p style="text-align: center;"><u>UNIT-II</u></p> <p>Critical Thinking: Active Listening – Observation – Curiosity – Introspection – Analytical Thinking – Open-mindedness – Creative Thinking - Positive thinking – Reflection.</p> <p>Activities: Gathering information and statistics on a topic - sequencing – assorting – reasoning – critiquing issues –placing the problem – finding the root cause - seeking viable solution – judging with rationale – evaluating the views of others - Case Study, Story Analysis</p>
	<p style="text-align: center;"><u>UNIT-III</u></p> <p>Problem Solving & Decision Making: Meaning & features of Problem Solving – Managing Conflict – Conflict resolution – Team building - Effective decision making in teams – Methods & Styles.</p> <p>Activities: Placing a problem which involves conflict of interests, choice and views – formulating the problem – exploring solutions by proper reasoning – Discussion on important professional, career and organizational decisions and initiate debate on the appropriateness of the decision.</p> <p>Case Study & Group Discussion</p>
	<p style="text-align: center;"><u>UNIT-IV</u></p> <p>Emotional Intelligence & Stress Management: Managing Emotions – Thinking before Reacting – Empathy for Others – Self-awareness – Self-Regulation – Stress factors – Controlling Stress – Tips.</p> <p>Activities: Providing situations for the participants to express emotions such as happiness, enthusiasm, gratitude, sympathy, and confidence, compassion in the form of written or oral presentations.</p> <p>Providing opportunities for the participants to narrate certain crisis and stress –ridden</p>

	<p>situations caused by failure, anger, jealousy, resentment and frustration in the form of written and oral presentation, Organizing Debates.</p> <p style="text-align: center;"><u>UNIT-V</u></p> <p>Corporate Etiquette: Etiquette- Introduction, concept, significance - Corporate etiquette - meaning, modern etiquette, benefits - Global and local culture sensitivity - Gender Sensitivity - Etiquette in interaction- Cell phone etiquette - Dining etiquette - Netiquette - Job interview etiquette -Corporate grooming tips -Overcoming challenges.</p> <p>Activities Providing situations to take part in the Role Plays where the students will learn about bad and good manners and etiquette - Group Activities to showcase gender sensitivity, dining etiquette etc. - Conducting mock job interviews - Case Study - Business Etiquette Games.</p>
Text Books & References Books:	<p>TEXTBOOKS:</p> <ol style="list-style-type: none"> 1. Mitra Barun K, Personality Development and Soft Skills, Oxford University Press, Pap/Cdr edition 2012 2. Dr Shikha Kapoor, Personality Development and Soft Skills: Preparing for Tomorrow, K I ,esuoH gnihsilbuP lanoitanretnI <p>REFERENCE BOOKS:</p> <ol style="list-style-type: none"> 1. Sharma, Prashant, Soft Skills: Personality Development for Life Success, BPB Publications 2018. 2. Alex K,Soft SkillsS.Chand& Co, 2012 (Revised edition) 3. Gajendra Singh Chauhan& Sangeetha Sharma,Soft Skills: An Integrated Approach to Maximise PersonalityPublished by Wiley, 2013 4. Pillai, Sabina & Fernandez Agna, Soft Skills and Employability Skills, Cambridge University Press, 2018 5. Dr. Rajiv Kumar Jain, Dr. Usha Jain,Life Skills(Paperback English)Publisher : Vayu Education of India, 2014.
E-Resources:	<ol style="list-style-type: none"> 1.https://youtu.be/DUIsNJtg2L8?list=PLLy_2iUCG87CQhELCyvXh0E_y-bOO1_q 2.https://youtu.be/xBaLgJZ0t6A?list=PLzf4HHlsQFwJZel_j2PUy0pwjVUgj7KlJ 3. 3.https://youtu.be/-Y-R9hDI7IU 4. https://youtu.be/gkLsn4ddmTs 5. https://youtu.be/2bf9K2rRWwo 6. https://youtu.be/FchfE3c2jzc 7.https://www.businesstrainingworks.com/training-resource/five-free-business-etiquette-training-games/ 8. https://onlinecourses.nptel.ac.in/noc24_hs15/preview 9. https://onlinecourses.nptel.ac.in/noc21_hs76/preview/