

## MSC (CA&IT) - Semester: II

(Effective from year 2023-24)

Course Code:	CAIT-205	Course Title:	Soft Skills and Personality Development
Course Credits:	02	Hour of Teaching/Week:	02
Internal Assessment Marks:	25	External Exam Marks:	25
Exam Duration	3Hrs		

Unit	Contents
1.	<p><b>Personal Skills</b></p> <p>Self-Assessment; Identifying Strength &amp; Limitations; Habits, Will-Power and Drives; Developing Self-Esteem and Building Self-Confidence, Significance of Self-Discipline. Understanding Perceptions, Attitudes, and Personality Types. Mind-Set: Growth and Fixed; Values and Beliefs. Motivation and Achieving Excellence; Self-Actualization Need. Goal Setting, Life and Career Planning; Constructive Thinking</p> <p><b>Professional Skills</b></p> <p>Communicating Clearly: Understanding and Overcoming barriers; Cross gender/Cross Cultural communication, Strategic Communication.</p> <p>Active Listening. Persuasive Speaking and Presentation Skills. Conducting Meetings, Writing Minutes, Sending Memos and Notices. Netiquette: Effective E-mail Communication; Telephone Etiquette. Body Language in Group Discussion and Interview</p>
2.	<p><b>Interpersonal Skills</b></p> <p>Enhancing Empathy, Showing Sympathy and Dealing with Antipathy; Gaining Trust and Developing Emotional Bonding</p> <p>Ethics and Etiquettes (Social and Official Settings); Respecting Privacy;</p> <p><b>Civic Sense and Care for the Environment</b></p> <p>Negotiating, Decision-Making, Conflict-Resolution, Five Styles</p> <p>Emotional Literacy; Assertiveness versus Aggressiveness; Learning to Say “No.”; Learning to Appreciate and Give Praise; Presenting Bad News</p> <p>Humour, Jokes and Anecdotes in Effective Communication</p>

**Text and Reference Books**

1. Soft skills & Life skills: The dynamics of success-Nishitesh and Dr. Bhaskara Reddy
2. Soft Skills-Dr. Alex
3. Managing Soft skills-K. R Lakshminarayan and T. Murugavel
4. Soft skills and Professional Communication-Francis Peter S.J
5. The Ace of Soft skills-Gopalswamy Ramesh and Mahadevan Ramesh
6. Personality Development and Soft skills-Barun K. Mitra
7. [https://onlinecourses.swayam2.ac.in/cec22\\_cm03/preview](https://onlinecourses.swayam2.ac.in/cec22_cm03/preview)

**External Exam Format : As per Table 1.1, 1.2 and 1.3**