**20SH31SC-COMMUNICATION AND SOFT SKILLS**

(Common to CSE, IT, AI&DS, & EEE)

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| **Course Category:** | Basic Sciences | **Credits:** | 2 |
| **Course Type:** | Skill Oriented | **Lecture-Tutorial-Practical:** | 1-0-2 |
| **Pre-requisite:** | Basic Level of LSRW skills | **Sessional Evaluation:****External Exam Evaluation:****Total Marks:** | 4060100 |

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| **Course Objectives** | Students undergoing this course are expected :1. To acquire soft skills and use them effectively in a realistic professional work places. 2. To improve analytical abilities to think on a particular given topic3. To develop interview skills4. To learn writing a standard resume |
| **Course Outcomes** | Upon successful completion of the course, the students will able to: |
| CO1 | Define group discussion skills.  |
| CO2 | Demonstrate effective résumés and job applications. |
| CO3  | Develop various skills for attending interviews.  |
| CO4 | Classify intrapersonal and interpersonal relationship skills. |
| CO5 | Interpret personality development skills and put them in practice. |
| CO6 | Improve personal and professional grooming, business dressing and telephonic skills. |
| **Course Content** | **1. Group Discussion**: Dynamics of Group Discussion - Voice Modulation - Fluency and Coherence - Body Language - Summarizing **2. Résumé Writing:** Structure - Defining the Career Objective - Projecting one’s Strengths and Skills - Formats and Styles - Cover Letter**3. Interview Skills:** Concept and Process - Pre-Interview Planning - Opening Strategies - Answering Strategies - Interviews through Online Platforms |
|  | **4. Intrapersonal & Interpersonal Relationship Skills:** Importance - Intrapersonal Vs. Interpersonal Relationship Skills - Team work at work places**5. Personality Development Skills** : Assertiveness - Positive Attitude - Self Confidence- Problem Solving Skills - Leadership Skills  **6. Corporate Etiquettes:** Dressing Etiquette- Dining Etiquette – Telephonic Etiquette  |
|  | **REFERENCE BOOKS:**1. Effective Technical Communication, M. Ashraf Rizvi, Tata Mc. Graw-Hill Publishing Company Ltd.
2. A Course in English communication, Madhavi Apte, Prentice-Hall of India, 2007.

Communication Skills, Leena Sen, Prentice-Hall of India, 2005.1. Academic Writing**-** A Practical guide for students, Stephen Bailey, Rontledge Falmer, London & New York, 2004.

4. Soft Skills, Dr K. Alex, S. Chand Publications, New Delhi.5. A Textbook of English for Engineers and Technologists (combined edition, Vol. 1 &; Orient Black Swan 2010. |