# 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 |
| Prerequisite: | Basic Level of LSRW skills | Sessional Evaluation:  Univ. Exam Evaluation:  Total Marks: | 40  60  100 |
| Objectives: | * To acquire soft skills and use them effectively in a realistic professional work places. * To improve analytical abilities to think on a particular given topic * To develop interview skills * To learn writing a standard resume | | |

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| Course Outcomes | Upon successful completion of the course, the students will be 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. Resume 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 | |
| Text Books &  Reference  Books | **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. 3. Communication Skills, Leena Sen, Prentice-Hall of India, 2005. 4. Academic Writing- A Practical guide for students, Stephen Bailey, Rontledge Falmer, London & New York, 2004. 5. Soft Skills, Dr K. Alex, S. Chand Publications, New Delhi. 6. A Textbook of English for Engineers and Technologists (combined edition, Vol. 1 &; Orient Black Swan 2010. | |