

23CE22SC SOFT SKILLS

Course Category	Skill course	Credits	2
Course Type	Practical	Lecture – Tutorial –Practical	0-1-2
Prerequisite	-	Sessional Evaluation	30
		Semester End Exam. Evaluation	70
		Total Marks	100

Course Objectives	<ol style="list-style-type: none"> 1.To encourage all round development of the students by focusing on soft skills 2.To make the students aware of critical thinking and problem-solving skills 3.To enhance healthy relationship and understanding within and outside an organization 4.To function effectively with heterogeneous teams 		
Course Outcomes	COs	Statements	Blooms Level
	CO1	List out various elements of soft skills	L1, L2
	CO2	Describe methods for building professional image	L1, L2
	CO3	Apply critical thinking skills in problem solving	L3
	CO4	Analyse the needs of an individual and team for well-being	L4
	CO5	Assess the situation and take necessary decisions	L5
Course Content	<p style="text-align: center;">UNIT I</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: 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) 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. Verbal Communication- Oral Presentations- Extempore- brief addresses and speeches- convincing- negotiating- agreeing and disagreeing with professional grace. Non-verbal communication – Public speaking – Mock interviews – presentations with an objective to identify non- verbal clues and remedy the lapses on observation.</p>		

UNIT II

Critical Thinking: Active Listening – Observation – Curiosity – Introspection – Analytical Thinking – Open-mindedness – Creative Thinking - Positive thinking - Reflection

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

UNIT III

Problem Solving & Decision Making

Meaning & features of Problem Solving – Managing Conflict – Conflict resolution – Team building - Effective decision making in teams – Methods & Styles

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. Case Study & Group Discussion.

UNIT IV

Emotional Intelligence & Stress Management

Managing Emotions – Thinking before Reacting – Empathy for Others – Self-awareness – Self-Regulation – Stress factors – Controlling Stress – Tips

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. Providing opportunities for the participants to narrate certain crisis and stress –ridden situations caused by failure, anger, jealousy, resentment and frustration in the form of written and oral presentation, Organizing Debates

UNIT V

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

Activities: Providing situations to take part in the Role Plays where the

	<p>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>
<p>Textbooks and Reference books</p>	<p>Note-:</p> <ol style="list-style-type: none"> 1. The facilitator can guide the participants before the activity citing examples from the lives of the great, anecdotes, epics, scriptures, autobiographies and literary sources which bear true relevance to the prescribed skill. 2. Case studies may be given wherever feasible for example for Decision Making- The decision of King Lear. <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, I K International Publishing House, 2018 <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 Skills S.Chand & Co, 2012 (Revised edition) 3. Gajendra Singh Chauhan & Sangeetha Sharma, Soft Skills: An Integrated Approach to Maximise Personality Published by Wiley, 2013 4. Pillai, Sabina & Fernandez Agna, Soft Skills and Employability Skills, Cambridge University Press, 2018 5. Soft Skills for a Big Impact (English, Paperback, Renu Shorey) Publisher: Notion Press 6. Dr. Rajiv Kumar Jain, Dr. Usha Jain, Life Skills (Paperback English) Publisher :Vayu Education of India, 2014 <p>Online Learning Resources:</p> <ol style="list-style-type: none"> 1. https://youtu.be/DUlsNJtg2L8?list=PLLy_2iUCG87CQhELCYtvXh0E_y-bOO1_q 2. https://youtu.be/xBaLgJZ0t6A?list=PLzf4HHlsQFwJZeL_j2PUy0pwjVUgj7KIJ 3. https://youtu.be/-Y-R9hDI7IU 4. https://youtu.be/gkLsn4ddmTs 5. https://youtu.be/2bf9K2rRWwo 6. https://youtu.be/FchfE3c2jzc 7. https://www.businessstrainingworks.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