

Syllabus for Soft Skills (2 CREDIT COURSE – 30 hours)

The syllabi should consist of practical and the theoretical aspects as well. For every component there shall be the practical and theoretical contents as well.

Objectives:

1. To make students well versed with at the business communication skills.

S.No.	PRACTICAL	THEORY	Duration in hours
1	Development of Proficiency in English : <ul style="list-style-type: none"> Practice on Oral and spoken communication skill & testing – voice & accent, voice clarity, voice modulation & intonation , word stress etc. Feedback and questioning Technique Objectiveness in Argument Development etiquettes and manners Study of different pictorial expression of non-verbal communication and its analysis 	Concepts of effective communication: <ul style="list-style-type: none"> Components of effective communication Communication process and handling them KISS (Keep it short and sweet) in communication – Composing effective messages. Non – Verbal Communication : its importance and nuances : Facial Expression , Posture , Gesture , Eye contact, appearance (dress code). 	9
2	Written Communication Skill Practice for: <ul style="list-style-type: none"> Correction of errors Making of Sentences Paragraph Writing Leave Application and simple letter writing 	Grammatical use: <ul style="list-style-type: none"> Punctuation Meaning & opposites Real Life conversations Vocabulary building Understanding the Audience, Need analysis through pre presentation feedback form	6
3	Presentation Skill practice <ul style="list-style-type: none"> Preparing in presentation Delivery of presentation 	Concept of 4 method for presentation <ul style="list-style-type: none"> Preparation & introduction Presentation Evaluation / feedback Summarization / Conclusion Team Building games, Together Everyone Achieves Miracle (TEAM) , issues when there is no team work, Leadership emerging through team, How to identify team players	6
4	Team Building / Coordination Skills <ul style="list-style-type: none"> Team Building Practices through group exercises , team task / role play Ability to mixing & accommodation Ability to work together 	Concept of <ul style="list-style-type: none"> Group Group Dynamics Team building 	4
5	Telecommunication Skills	Electronic Communication concept	2

	<ul style="list-style-type: none"> • Tele – etiquette • Receiving Calls • Transferring calls • Taking Message/ Voice Mails • Making Outgoing Calls • Receiving Fax 	<ul style="list-style-type: none"> • Working principle of Mini exchange and its features and facilities. 	
6	Self Management <ul style="list-style-type: none"> • Self Evaluation • Self Discipline • Self Criticism • Recognition of one’s own limits and deficiencies • Independency etc. • Thoughtful & Responsible • Self Awareness 	Self Management <ul style="list-style-type: none"> • Identifying one’s strengths and weaknesses • Planning & Goal setting • Managing self – emotions, ego, pride. 	2
7	Team Management Technique Practice by gameplay & other learning methodology for achieving targets and getting of right first time.	Time Management concept <ul style="list-style-type: none"> • Attendance , Discipline & Punctuality • Act in time on commitment • Quality/ Productive Time 	1

References :

1. Soft skills Training – A workbook to develop skills for employment by Fredrick H. Wentz
2. Personality Development and Soft skills , Oxford University Press by Barun K. Mitra
- 3.The Time Trap : the Classic book on Time Management by R. Alec Mackenzie

NOTE: Suggestion is to open a common film club for all the departments, where the movie can be displayed at fixed time and which shall cost minimal charges from the viewers.