

Soft Skills and Interpersonal Skills

OE 601EG

Instruction: 3 periods per week

Duration of SEE: 3 Hrs

CIE 30 Marks

SEE: 70 Marks


Credits 3

Objectives:

1. To train the students in effective listening skills required for Professional Communication.
2. To enable the students to develop the required speaking skills for Professional Communication
3. To equip the students with appropriate reading strategies required professionally
4. To develop professional Writing skills among students
5. To equip the students with the right attitude and coping techniques required professionally

Outcomes

By the end of the course students will be able to:
1. Listen to a variety of speakers and texts and will be able to comprehend and perform the required tasks.
2. Speak and respond appropriately as per the task requirement.
3. Read a variety of texts, comprehend, summarize them and perform the required tasks
4. Write and publish a variety of documents such as Letters, Memos, Emails , Blogs, Reports, Cover Letters and Resume
5. Demonstrate the right attitude and skills to cope with organizing and


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communicating professionally

Syllabus:

UNIT 1 Introduction and Skills of Listening

Definition, Nature and scope of Soft Skills / Importance of Soft Skills / Need for soft skills in academic settings and workplaces.

Listening Skills A : Types of listening- Appreciative Listening, Empathetic , comprehensive/ active, Critical / analytical listening. Importance of listening in Academic and Professional Communication.

Listening Skills B : Listening and Watching to a variety of speakers in different contexts: to dialogues from TV/Radio/Ted talks/Podcasts / to lectures , Youtube videos and News programmes, Note Taking

Unit-2 Skills of Speaking

Speaking Skills: Communication within Teams, Participating in G.Ds, Interview Skills, Presentation Skills and Leadership Skills

UNIT 3 Skills of Reading for Communication

Effective Reading: Sub skills of Reading and Note making, Reading different genres of texts ranging from newspapers to philosophical treatises.

Reading strategies-graphic organizers and summarizing


UNIT 4 Skills of Effective Writing

Writing Types: Expository, Descriptive, Persuasive and Narrative

Writing for different purposes : Publications, Letters, Memos, Emails , Blogs, Reports, Cover Letters and Resume


Unit-5 Specific Soft Skills

Time management, Goal setting- Motivation, Stress management, Learning styles and strategies, Emotional intelligence, Creative and Critical Thinking


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Suggested Reading:

1. Andrea J. Rutherford. *Basic Communication Skills for Technology*. Pearson Education, Inc. New Delhi, 2001.
2. Anne Dannellon. *Team Talk: The Power of Language in Team Dynamics*. Harvard Business School Press, Boston, Massachusetts, 1996.
3. Antony Jay and Ros Jay. *Effective Presentation: How to be a Top Class Presenter*. Universities Press (India) Limited, 1999.
4. Ashraf.M. Rizvi, *Effective Technical Communication*. Tata McGraw-Hill Publishing Company Ltd, New Delhi, 2005
5. Daniel Goldman. *Emotional Intelligence*. New York, Bantam Books, 1995.
6. Friedrike Klippel. *Keep Talking*. Cambridge University Press, London, 1984.
7. K.K. Sinha *Business Communication* Galgotia Publishing Company GPC, New Delhi, 1999.
8. Lewis.Hedwig *Body Language: A Guide for Professionals*. Response Books (a division of Sage Publications India, Pvt. Ltd.,) New Delhi., 1998.
9. Hari Mohan Prasad and Rajnish Mohan. *How to prepare for Group Discussion and Interview*. 2nd Edition, Tata McGraw-Hill Publishing Company Ltd, New Delhi, 2005
10. Mitra, Barun. *Personality Development and Soft Skills*
11. Goodheart and Willcox. *Soft Skills at Workplace*


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