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

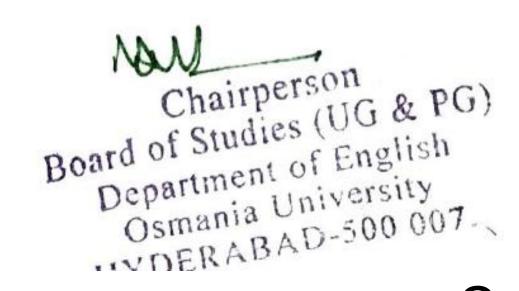
Objectives:

- 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
- 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:

- 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



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

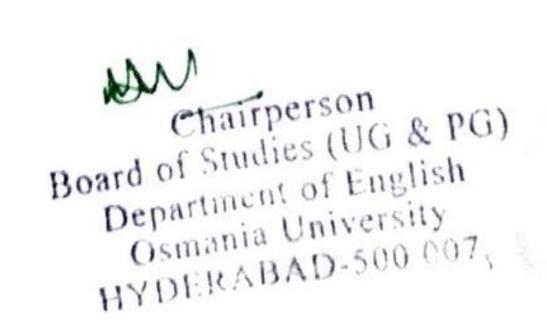
UNIT 4 Skills of Effective Writing

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



Suggested Reading:

- Andrea J. Rutherford. Basic Communication Skills for Technology. Pearson Education, Inc.New Delhi, 2001.
- Anne Dannellon. Team Talk: The Power of Language in Team Dynamics. Harvard Business School Press, Boston, Massachusetts, 1996.
- 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.
- 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

Chairperson

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