

## **SOFT SKILLS PROGRAM SYLLABUS**

### **UG Semester I:**

1. Know yourself & your surroundings –
  - a. Your personality, your locality, institution and course
2. Introducing yourself –
  - a. How to add something about yourself to your introduction
  - b. Difference between strength and skills, how to talk about your weakness
  - c. How to sound sophisticated and professional in your introduction
  - d. Body language and its components (discussed in detail in leadership skills)
3. Vocabulary Training -
  - a. Learning new words and how to retain them in your memory
  - b. How to remember the root of the word and form similar words from it
  - c. Making sentences with these newly learnt words in daily conversation
4. Pronunciation of words
5. What is soft skills and its importance – consequences in its absence
6. Difference between soft skills and hard skills – EQ and IQ
7. Introduction to teamwork and leadership – basic practical assignments

### **UG Semester II:**

- Personality Development Program:
  - A. Time Management Skills-
    - a. What do we understand by time management? (points and discussion)
    - b. Why time management is important?
    - c. What do we gain if we manage our time well?
  - B. Leadership Skills –
    - a. What makes a leader, a leader? (points and discussion)
    - b. Difference between a manager and a leader (points and discussion)
    - c. What are the basic traits a good leader should have?
    - d. How to develop leadership skills (points and discussion)
    - e. Types of leaders and who would you rather be
  - C. Communication Skills –
    - a. What do we understand by communication, verbal and nonverbal?
    - b. Importance of communication in personal and professional environment
    - c. Importance of communication in business administration
    - d. Consequences of poor communication
    - e. Ways to improve communications in personal and professional sphere
    - f. Art of conversation and the basics of a good conversation, dos and don'ts
    - g. Basic principles of greetings and farewell
  - D. Voice modulation training

### **UG Semester III:**

- Personality Development Program (continued):
  - A. Active listening skills-
    - a. What is active listening, its components
    - b. Difference between hearing and listening (points and discussion)
    - c. Benefits of active listening and its association with leadership
    - d. Effective ways of making someone feel important and its gains in contemporary business environment
  - B. Management skills –
    - a. Types of management skills by Robert Katz
    - b. Example of decision making in management skills
    - c. Case studies and critical thinking practice
    - d. Decentralization and delegation of authority
  - C. Interpersonal skills –
    - a. What are interpersonal skills and why they are important
    - b. The art of conversation (already covered under communication skills)
    - c. The difference between empathy and sympathy
  - D. Transferable skills –
    - a. What are transferable skills and why they are important in the modern workplace
    - b. What are the ways to develop transferable skills
    - c. Components of transferable skills and discussion on them
  - E. Emotional intelligence –
    - a. Concepts of Daniel Goleman (points of discussion)
    - b. Ways to develop emotional intelligence, difference between EQ and IQ in detail
    - c. Significance of emotional intelligence in workplace and personal sphere

### **UG Semester IV:**

- Personality development program:
  - A. Stress management –
    - a. What is stress and when do we feel it, its consequences
    - b. Reasons of increasing stress in our lives and how to manage stress in our lives
    - c. Effective ways of balancing work/study and life, finding motivation out of ordinary things and associating with spirituality
  - B. Conflict management and problem solving –
    - a. Situational conflict management techniques
    - b. Building mutual respect in a work environment

- C. Group discussion –
  - a. The basic rules of group discussion
  - b. The difference between debate and discussion
  - c. Effective ways of forming an opinion during group discussion
  - d. How to avoid uncomfortable arguments during a discussion
  
- D. Corporate etiquettes and corporate ethics –
  - a. Appearance and dressing
  - b. Table manners, greetings and farewell
  - c. Drafting emails, notices and feedbacks

**UG Semester V:**

1. Mock interviews – assessment of body language and attitude
2. Common HR questions and preparation of frequently asked questions
3. Group discussions and critical thinking practice sessions
4. Subject specialization interview sessions and capacity assessment
5. Difference between different types of companies and their work culture
6. Update about the frequently visiting companies

**UG Semester VI:**

1. Mock interviews – assessment of body language and attitude
2. Common HR questions and preparation of frequently asked questions
3. Group discussions and critical thinking practice sessions
4. Subject specialization interview sessions and capacity assessment

### **PG Semester I:**

- Personality Development Program:
  - E. Time Management Skills-
    - d. What do we understand by time management? (points and discussion)
    - e. Why time management is important?
    - f. What do we gain if we manage our time well?
  - F. Leadership Skills –
    - f. What makes a leader, a leader? (points and discussion)
    - g. Difference between a manager and a leader (points and discussion)
    - h. What are the basic traits a good leader should have?
    - i. How to develop leadership skills (points and discussion)
    - j. Types of leaders and who would you rather be
  - G. Communication Skills –
    - h. What do we understand by communication, verbal and nonverbal?
    - i. Importance of communication in personal and professional environment
    - j. Importance of communication in business administration
    - k. Consequences of poor communication
    - l. Ways to improve communications in personal and professional sphere
    - m. Art of conversation and the basics of a good conversation, dos and don'ts
    - n. Basic principles of greetings and farewell

### **PG Semester II:**

- Personality Development Program (continued):
  - F. Active listening skills-
    - e. What is active listening, its components
    - f. Difference between hearing and listening
    - g. Benefits of active listening and its association with leadership
    - h. Effective ways of making someone feel important and its gains in contemporary business environment
  - G. Management skills –
    - e. Types of management skills by Robert Katz
    - f. Example of decision making in management skills
    - g. Case studies and critical thinking practice
    - h. Decentralization and delegation of authority

- H. Interpersonal skills –
  - d. What are interpersonal skills and why they are important
  - e. The art of conversation (already covered under communication skills)
  - f. The difference between empathy and sympathy
  
- I. Transferable skills –
  - d. What are transferable skills and why they are important in the modern workplace
  - e. What are the ways to develop transferable skills
  - f. Components of transferable skills and discussion on them
  
- J. Emotional intelligence –
  - d. Concepts of Daniel Goleman (points of discussion)
  - e. Ways to develop emotional intelligence, difference between EQ and IQ in detail
  - f. Significance of emotional intelligence in workplace and personal sphere
- H. Difference between different types of companies and their work culture
- I. Update about the frequently visiting companies

**PG Semester III:**

1. Mock interviews – assessment of body language and attitude
2. Common HR questions and preparation of frequently asked questions
3. Group discussions and critical thinking practice sessions
4. Subject specialization interview sessions and capacity assessment

**PG Semester IV:**

1. Mock interviews – assessment of body language and attitude
2. Common HR questions and preparation of frequently asked questions
3. Group discussions and critical thinking practice sessions
4. Subject specialization interview sessions and capacity assessment