

SOFT SKILLS



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19HS205 SOFT SKILLS LABORATORY

Hours Per Week :

L	T	P	C
-	-	2	1

Total Hours :

L	T	P	WA/RA	SSH/HSH	CS	SA	S	BS
-	-	30	25	-	-	20	-	2

COURSE DESCRIPTION AND OBJECTIVES:

To impart students employability skills like resume preparation and facing interviews. To enable trainees to develop interpersonal and leadership skills. To train them on work place skills like making presentations, participating in group discussions etc.

COURSE OUTCOMES:

Upon completion of the course, student will able to achieve the following outcomes:

COs	Course Outcomes	POs
1	Introspect on individual strengths and weaknesses, and emerge as a balanced personality with improved self-awareness and self-worth for their future.	12
2	Prepare a resume and gain the confidence to communicate effectively.	10
3	Possess the interpersonal skills to conduct himself/herself effectively in everyday professional and social contexts.	8
4	Adopt professionalism into daily activities.	8
5	Observe gender sensitive language and workplace etiquette in his professional life.	8

SKILLS:

- ✓ *Balance social and emotional intelligence quotients through SWOC, JOHARI etc. activities.*
- ✓ *Prepare tailor made resume and face various job interviews with enriched personality traits.*
- ✓ *Plan personal and professional goals.*
- ✓ *Solve personal and professional life hiccups with confidence and maturity.*

UNIT - I**P - 6**

Soft Skills: Need for soft skills, professionalism, employability skills - **Communication:** Need for effective communication - the process of communication, levels of communication, flow of communication, choice of diction and style with reference to setting (formal, semi-formal or informal) -communication networks, barriers to communication, miscommunication, noise and ways to overcome the barriers. **Career Planning:** Job vs. career, goal setting, SWOT analysis, planning and prioritization, time management : four quadrant system, self-management, stress-management.

Activities: Johari Window for SWOT analysis; Setting a SMART goal using the provided grid; Writing a Statement of Purpose (SOP) - Stephen Covey's Time Management matrix.

UNIT - II**P - 6**

Vocabulary Building: Word etymology, roots, prefixes & suffixes, synonyms & antonyms, collocations, one-word substitutes, analogies, idioms and phrases, contextual guessing of unfamiliar words, task-oriented learning (50 words). **Functional English:** Situational dialogues, Role plays (including small talk), Self introduction, Opening and closing a telephonic conversation, Making an appointment, Making a query, Offering/Passing on information, Communicating with superiors, Expressing agreement/objection, Opening bank account (combination of prepared and impromptu situations given to each student). **Group Discussion:** Articulation and flow of oral presentation, dynamics of group discussion, intervention, summarizing and conclusion, voice modulation, content generation, Key Word Approach (KWA), Social, Political, Economic, Legal and Technical Approach (SPELT), View Point of Affected Part (VAP), language relevance, fluency and coherence.

Activities: Making a flash card (one per day by each student) – vocabulary exercises with hand-outs – Vocabulary quiz - Viewing a recorded video of GD & Mock sessions on different types of GD topics- controversial, knowledge, case study (including topics on current affairs).

UNIT - III**P - 6**

Resume preparation: Structure and presentation, defining career objective, projecting one's strengths and skill-sets, summarizing, formats and styles and covering letter. **Facing Interviews:** Interview process, understanding employer expectations, pre-interview planning, opening strategies, impressive self-introduction, answering strategies, other critical aspects such as body language, grooming, other types of interviews such as stress-based interviews, tele- interviews, video interviews, frequently asked questions (FAQs) including behavioural and HR questions and the aspect looked at by corporate during interviews.

Activities: Appraising some samples of good and bad resumes, preparing the resume, writing an effective covering letter- writing responses and practicing through role plays and mock interviews on the FAQs including feedback.

UNIT - IV**P - 6**

Reading Comprehension: Reading as a skill, techniques for speed reading, understanding the tone, skimming and scanning, appreciating stylistics, impediments for speed reading, eye fixation, sub-vocalization, critical reading, reading based on purpose, reading for information, reading for inference- **Listening Comprehension:** Listening as a skill, different types of listening, active and passive listening, top-down approach, bottom-up approach, understanding the non verbal cues of communication; intonation and stress.

Activities: Reading comprehension exercises with texts drawn from diverse subject areas. (Hand-outs) -Narration of a story, Speech excerpts with different accents (Indian, British, American), listening comprehension exercises with audio and video excerpts.

ACTIVITIES:

- o Formal and Informal Communication.
- o SWOT Analysis.
- o Stephen Covey Time Management Matrix.
- o Stress Management Technique.
- o Vocabulary Flashcards.
- o Group Discussions.
- o Resume Preparation.
- o Mock-Interviews.
- o Reading Comprehension Activities.
- o Listening Comprehension Activity by Watching American Accent Video.

UNIT - V**P - 6**

Paper Presentation: Selection of a topic, preparing an abstract, gathering information, organizing the information, drafting the paper, citing reference sources – writing striking introductions, discussing the methodology used, developing the argument, presentation style, language, presenting the paper and spontaneously answering audience questions. **Mind your language -** How Language Reflects Personality: Gender sensitive language in MNCs, **Seven essential skills** for a team player; attentive listening, intelligent questioning, gently persuading, respecting other's views, assisting others, sharing, participating actively.

Activities- Watching & discussing videos on corporate etiquette- Presenting a paper - Quiz on corporate etiquette.

REFERENCE BOOKS:

1. Edward Hoffmann, "Ace the Corporate Personality", McGraw Hill, 2001.
2. Adrian Furnham, "Personality and Intelligence at work", Psychology Press, 2008.
3. John Adair Kegan Page, "Leadership for Innovation" 1st edition, Kogan, 2007.
4. Krishna Mohan and NP Singh, "Speaking English Effectively" 1st edition, Macmillan, 2008.
5. Dr. S.P. Dhanvel, "English and Soft Skills", Orient Blackswan, 2011.
6. Rajiv K. Mishra, "Personality Development", Rupa & Co. 2004.