

# **17MB115-ESSENTIAL SKILLS FOR MANAGERS-I**

The objective of this course is to familiarize the student with the professional skills required for managers to run the business effectively. The course focuses on practicing the soft skills through different activities to build successful career. This course is extended as Essential Skills for Managers – II in the Semester – II.

Objectives of the course:

At the end of this course, the student will be able to

- Understand the value of professional skills at workplace
- Exhibit the important soft skills appropriately
- Apply the managerial skills to the business needs

## **UNIT I**

Presenting yourself professionally: Managing your image, dressing appropriately, meeting business casual standards

Managing yourself in professional settings: Interacting with others, improving your speech cleaning up your online persona

## **UNIT II**

Communicating with E-mails: Understanding e-mail messages, Composing the main elements of messages, Creating professional e-mail messages

Developing professional telephone skills: Exploring Telephone Communication, Placing Telephone Calls, Receiving Telephone calls

## **UNIT III**

Making formal Presentations: Planning effective presentations, Developing, Rehearsing and Delivering a presentation

Improving communication: Making proper introductions, Participating in meetings, Dealing with office politics

## **UNIT IV**

Working with customers: Understanding customer service basics, communicating empathetically, asking questions to understand problems

Handling different customers: Denying requests, coping with angry customers, Dealing with the unexpected and disabled customers

## **UNIT V**

Identifying and defining problems: Understanding problem solving, analysing problems, working with problem owners, simplifying complex problems

Solving the problem: Gathering and analysing the data, developing alternatives, evaluating options, verifying the solution

\*Use of Computers and Internet is required during the course practice sessions

### **Text Book:**

Soft Skills for Everyone, Butterfield Jeff, Cengage Learning, 2011

**Reference:**

Training in Interpersonal Skills, Stephen P. Robbins, Philips L. Hunsaker, McGraw Hill