

17MB116-ESSENTIAL SKILLS FOR MANAGERS-II

This course is an extension to the Essential Skills for Managers – I covered in the Semester-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.

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

Writing for Employment: Understanding job searches, Writing effective cover letters, writing chronological and functional resumes

Developing a Professional Work Ethic: Being dependable and reliable, Managing Time and Stress, Maintaining a professional workspace

UNIT II

Developing your Interpersonal Skills: Respecting social protocols, Showing basic office courtesies, Networking and socializing professionally

Thinking Critically: Identifying arguments, assessing the credibility of an argument, Exploring weaknesses in an argument

UNIT III

Negotiations: Bargaining Strategies, Effective Negotiations, Behavioral Checklist, Modelling Negotiation Skills-Exercise

Resolving Conflicts: Key Conflict Management Skills, Behavioral Checklist, Modelling Conflict Management Skills-Exercise

UNIT IV

Leading a team: Preparing to be a team leader, Taking a project management approach, Managing teams diplomatically

Managing Meetings: Planning meetings, Developing Meeting agendas, scheduling and conducting meetings effectively

UNIT V

Planning and Managing your career: Understanding career management, Researching your options, Developing Long-term and Short-term career plans

Winning at office politics: Understanding the system, Developing diplomacy skills, Dealing with negative politics

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

Text Book:

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

Reference Book:

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