

## 22TP301 SOFT SKILLS LABORATORY

Hours Per Week :

L	T	P	C
0	0	2	1



Source: <https://choosework.ssa.gov/blog/2019-07-23-soft-skills-an-intro-to-effective-communication>

**PREREQUISITE KNOWLEDGE:** Grasp on their own academic achievements.

### COURSE DESCRIPTION AND OBJECTIVES:

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

### MODULE-1

#### UNIT-1

0L+0T+8P=8 Hours

#### PERSONALITY DEVELOPMENT

**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, SWOT analysis.

#### UNIT-2

0L+0T+8P=8 Hours

#### LANGUAGE AND VOCABULARY

**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; Reflection of language on Personality, Gender sensitive language in MNCs, Mind your language, Seven essential skills for a team player; attentive listening, intelligent questioning, gently persuading, respecting other's views, assisting others, sharing, participating actively.

#### PRACTICES:

- Self-Introduction.
- Personal and Academic SWOC.
- Johari Window.
- Giving and taking opinions of Self Vs others and assessing oneself.
- Goal setting.
- Short, Mid and Long Term goals planning the semester.
- Time management: four quadrant system.
- Stephen Covey Time Management Matrix planning a semester.
- Stress-management.
- Questionnaire to assess level of stress.
- 50 words towards resume preparation and interviews.
- Newly coined words.
- Gender sensitive words and Words acceptable in Indian context and objectionable international context.

### MODULE-2

#### UNIT-1

0L+0T+8P=8 Hours

#### LANGUAGE IN ACTION

**Functional English:** Situational dialogues, Role plays (including small talk); **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,

**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.*
- ✓ *Career planning with clear personal and professional goals.*
- ✓ *Solve personal and professional life hiccups with confidence and maturity*

Legal and Technical Approach (SPELT), View Point of Affected Part (VAP), language relevance, fluency and coherence – 11th and 12th weeks; Resume preparation: Structure and presentation, defining career objective, projecting one's strengths and skill-sets, summarizing, formats and styles and covering letter-Statement of Purpose.

**UNIT-2****0L+0T+8P=8 Hours****PREPARING FOR PRESENTATIONS AND INTERVIEWS**

**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 behavioral and HR questions and the aspect looked at by corporate during interviews; **Presentation Skills:** 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.

**PRACTICES:**

- 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 Discussions on various topics.
- Preparing SoP and Resume.
- Mock interviews on the FAQs including feedback.
- Oral presentation with the help of technology (Preparing PPT and presenting).

**COURSE OUTCOMES:**

Upon successful completion of this course, students will have the ability to:

CO No.	Course Outcomes	Blooms Level	Module No.	Mapping with POs
1	Have the ability to introspect on individual strengths and weaknesses, and emerge as a balanced personality with improved self-awareness and self-worth.	Apply	1	12
2	Observe gender sensitive language and workplace etiquette in his professional life.	Analyze	1	9
3	Be able to prepare a resume and gain the confidence to face an interview.	Create	1, 2	10
4	Possess the interpersonal skills to conduct himself/herself effectively in everyday professional and social contexts.	Apply	2	8
5	Bring professionalism into his/her daily activities.	Create	2	8

**TEXT BOOKS:**

1. Adrian Furnham, "Personality and intelligence at work", Psychology Press, 2008.
2. S. P. Dhanvel, "English and Soft skills", Orient Blackswan, 2011.

**REFERENCE BOOKS:**

1. Edward Holffman, "Ace the corporate personality", McGraw Hill, 2001.
2. John Adair Kegan Page, "Leadership for innovation", Kogan, 2007.
3. Krishna Mohan & NP Singh, "Speaking English effectively", Macmillan, 2008.
4. Rajiv K. Mishra, "Personality Development", Rupa & Co. 2004.