

## CEBC II: SOFT SKILLS

**MAX.MARKS: 100**  
**EXTERNAL: 70**  
**INTERNAL: 30**  
**PASS: 40%**  
**Credits: 6**

**Objective:** The course aims to bring a basic awareness about the significance of soft skills in professional and inter personal communications and to train the learners in all those important skills that facilitate an all-round development of personality. In the contemporary era, soft skills are vital for a person to be acquired in order to scale new heights, achieve excellence, and derive fulfillment and supreme joy in their lives.

### Section A

#### Unit I:

Introduction, Planning and Goal-Setting, Human Perceptions: Understanding People, Types of Soft Skills: Self-Management Skills.

#### Unit II:

Aiming for Excellence: Developing Potential and Self-Actualisation, Need Achievement and Spiritual Intelligence.

#### Unit III:

Teamwork and Leadership Skills: Concept of Teams; Building effective teams; Concept of Leadership and honing Leadership skills.

#### Unit IV:

Decision-Making and Problem-Solving Skills: Meaning, Types and Models, Group and Ethical Decision-Making, Problems and Dilemmas in application of these skills.

#### Unit V:

Conflict Management: Conflict - Definition, Nature, Types and Causes; Methods of Conflict Resolution.

#### Unit VI:

Habits: Guiding Principles, Identifying Good and Bad Habits, Habit Cycle; Breaking Bad Habits, Using the Zeigarnik Effect for Productivity And Personal Growth, Forming Habits of Success.

### Section B:

#### Unit VII:

Emotional intelligence: importance, concept, theory and measurements.

#### Unit VIII:

Stress Management: strategies for preventing and relieving stress.

#### Unit IX:

Time management: techniques and styles.

#### Unit X:

Interview Skills: Interviewer and Interviewee – in-depth perspectives. Before, During and After the Interview. Tips for Success.

#### Unit XI:

Presentation Skills: Types, Content, Audience Analysis, Essential Tips – Before, During and After, Overcoming Nervousness.

#### Unit XII:

Personality Development – Meaning, Nature, Features, Stages, Models; Learning Skills; Adaptability Skills.

### **Suggested Readings:**

- Dhanavel, S.P. English and Soft Skills. Hyderabad: Orient BlackSwan, 2021. • Koneru, Aruna. Professional Communication. Delhi: McGraw, 2008.
- Krishnan, Malathy, Zinia Mitra and Binayak Roy. Interact: A course in Communicative English. Greater Noida: Cambridge University Press, 2019.
- Mahanand, Anand. English for Academic and Professional Skills. Delhi: McGraw, 2013. Print. • Pease, Allan and Barbara Pease. The Definitive Book of Body Language. New Delhi: Manjul Publishing House, 2005.
- Rani, D Sudha, TVS Reddy, D Ravi, and AS Jyotsna. A Workbook on English Grammar and Composition. Delhi: McGraw, 2016.
- Rizvi, M. Ashraf. Effective Technical Communication. Delhi: McGraw, 2018. • Sharma, R.C. and Krishna Mohan. Business Correspondence and Report Writing. Delhi: McGraw, 2013.
- Tengse, Ajay R. Soft Skills: A Textbook for undergraduates, Orient BlackSwan, 2015.