

Course Code	Course Name	Teaching Scheme (Hrs/week)			Credits Assigned			
		L	T	P	L	T	P	Total
MCA34	Soft Skill Development	4	-	--	4		--	4
		Examination Scheme						
		ISE		MSE		Continuous Evaluation		
		10		30		100 (60% Weightage)		

Pre-requisite Course Codes	--	
Course Outcomes	CO1	Develop skills in communication, business correspondence, presentations, group discussions and interviews
	CO2	Apply valuable strategies and interpersonal skills thereby making themselves more productive and better capable to lead others
	CO3	Understand the importance of teamwork and learn to perform to the best of their ability, both individually and as team players

Module No.	Unit No.	Topics	Ref.	Hrs.
1		Soft-Skills Introduction	1,2,4	02
	1.1	What are Soft Skills? Significance of Soft-Skills – Soft-Skills Vs. Hard Skills - Selling Soft- Skills –		
	1.2	Components of Soft Skills – Identifying and Exhibiting Soft-Skills		
2		Communication	1,2,5	06
	2.1	Concept and meaning of communication, methods of communication		
	2.2	verbal and non-verbal communication, barriers to communication, techniques to improve communication.		
	2.3	Communication in a business organization: Internal (Upward, Downward, Horizontal, Grapevine). External Communication		
	2.4	7 C's of communication. Active Listening, Differences between Listening and Hearing, Critical Listening, Barriersto Active Listening, Improving Listening Practical (Role plays, case studies)		
3		Written Communication:	1,2,3	06
	3.1	Principles of Correspondence, language and style in official letter (full block format, modified block format), Business letters (enquiry to complaints and redressal), Applicationletter, CV writing, , E-mail etiquette,		
	3.2	Documentation of Meetings, Notice, Agenda		
	3.3	Practical (Practice on CV, Business Letters, Applications, Notice, Agenda, Minutes of Meetings)		
4		Presentation techniques	6,7	10
	4.1	Planning the presentation, Structure of presentation, Preparation, Evidence and Research, Delivering the presentation, handling questions, Time management. Visual aids.		

		Practical - Presentation by students in groups of maximum 3 on Organizational Behavior topics allocated by faculty.		
	4.2	Topics have to cover – 1. Personality: Meaning, Personality Determinants, Traits, Personality types and its, impact on career growth, 2. Personality and Values, Perception and Individual Decision Making. 3. Diversity in Organizations		
	4.3	4. Attitude: Meaning, Components of Attitude, changing attitude and its impact on career growth 5. Motivation 6. Goal setting: SMART (Specific, Measurable, Attainable, Realistic, Timely) Goals, personal and professional goals		
	4.4	7. Time Management. 8. Learning in a group, Understanding Work Teams, Dynamics of Group Behavior, Techniques for effective participation 9. Leadership 10. Emotional intelligence		
5		Public Speaking	6,7	06
	5.1	Selecting the topic for public speaking, Understanding the audience, Organizing the main ideas, Language and Style choice in the speech, Delivering the speech Practical (Extempore)		
6		Group Discussion Skills	6,7	07
	6.1	Evaluation components, Do's and Don'ts. Practical (Group Discussions)		
7		Interview Techniques	6,7	07
	7.1	Pre-Interview Preparation, Conduct during, interview, Verbal and non-verbal communication, common mistakes. Practical (Role plays, mock interviews)		
			Total	42

References:

- [1] Rai & Rai, "Business Communication (Revised Edition)", Himalaya Publishing House, sixth edition.
- [2] Chauhan & Sharma, "Soft skills: an integrated approach to maximise Personality", Wiley India publications, fifth edition.
- [3] Kalia and Shailja Agarwal, "Business Communication: A practice oriented approach" Wiley India publications, fifth edition.
- [4] Meenakshi Raman, Prakash Singh, "Business Communication", Oxford Publication, fourth edition
- [5] Stephen Robbins & Judge Timothy, "Organization Behavior", Pearson Education, seventh edition
- [6] K. Aswathappa, "Organizational Behavior: Text, cases & games", Himalaya Publishing House, sixth edition
- [7] Pareek, Udai, "Understanding Organizational Behaviour", Oxford University Press, New Delhi, fourth edition