

## **Curriculum: Soft Skills**

### **Student Outcomes:**

Students taking a variety of business courses in managerial skill-building will study methodologies that enhance the students' abilities to professionally execute their duties in the following areas:

Students will:

Develop telecommunication skills related to Customer Service and general office operation.

Discover the benefits of proper Time Management.

Refine Communication skills.

Gain expertise in Writing Reports

Develop Negotiation skills.

Understand the components of Telemarketing strategizing.

Understand and develop skills which further Team-building

How to conduct Effective Meetings

### **Objectives:**

1. To encourage the all-round development of students by focusing on soft skills.
2. To make student aware about the importance, the role, and the content of soft skills through instruction, knowledge acquisition, and practice.
3. To develop and nurture the soft skills that help develop each student as a team member, leader, and well-rounded professional.

### **Section One: Intrapersonal Skills**

1 Self Development and Assessment

1.1 Self-Assessment

1.2 Self-Awareness,

1.3 Perception and Attitudes

1.4 Values and Belief System

1.5 Personal Goal Setting

1.6 Career Planning,

1.7 Self-Esteem,

1.8 Building of Self-Confidence

Section Two: Interpersonal Skills

Components of communication,

Principles of communication

barriers, listening skills

Verbal Communication

Planning Preparation

Delivery, Feedback and Assessment (of activities like:

- a. Public speaking
- b. Group Discussion
- c. Oral Presentation skills, "Pro-style" Interview strategies
- d. Listening and observation skills, Body language

Use of Presentation graphics,

Use of Presentation aids,

Study of communication.

Written Communication

Technical Writing / Technical Reports

Project Proposals,

Brochures,

Newsletters,

Technical Articles

Technical Manuals

Official/Business

Correspondence

a. Business letters

b. Memos

c. Progress report, Minutes of meeting, Event reporting,

Use of style, Grammar and Vocabulary for effective technical writing,

d. Use of: Tools, Guidelines for technical writing, Publishing

Business Ethics

Etiquettes in social as well as Office settings

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Email etiquettes

Telephone Etiquettes

Engineering ethics & ethics as an IT professional

Other Skills

Managing time

Understanding roles of Managerial personnel and their responsibilities involving:

- a. Exposure to work
- b. environment and culture in today's workplace.

Improving Personal Memory,

Study skills that include

- a. Speed- reading techniques
- b. Note taking
- c. Complex problem solving, creativity.

### **Educational Resources**

Material on this subject can be assessed through:

1. You Can Win – Shiv Khera – Macmillan Books – 2003 Revised Edition
2. Seven Habits of Highly Effective People – Stephen Covey
3. Business Communication? Asha Kaul
4. Business Communication - M. Balasubramanyam

Topic 2 and 3

1. John Collin, "Perfect Presentation", Video Arts MARSHAL
2. Jenny Rogers "Effective Interviews", Video Arts MARSHAL
3. Raman Sharma, "Technical Communications", OXFORD
4. Sharon Gerson, Steven Gerson "Technical Writing Process and Product", Pearson Education Asia, LPE third edition.
5. R. Sharma, K. Mohan, Business Correspondence and Report Writing", TAG McGraw Hill ISBN 0-07-044555-9
6. Video for technical education catalog, National Education and Information Films Ltd. Mumbai.

7. Management Training and Development catalog, National Education and Information Films Ltd. Mumbai.

8. XEBEC, "Presentation Book 1,2,3", Tate McGraw-Hill, 2000,ISBN 0-40221-3

Topic 4 and 5

1. Tim Hindle, "Reducing Stress", Essential Manager series Dk Publishing

2. Sheila Cameron, "Business Student Handbook", Pitman Publishing

3. Dr. R. L. Bhatia, "Managing Time for Competitive Edge"

4. Lorayne Lucas "Memory Book"

5. Robert Heller, "Effective leadership", Essential Manager Series Desk Publishing

9. Newstrom Keith Davis," Organizational Behavior", Tate McGraw-Hill, 0-07-