

## **VALUE ADDED COURSE OFFERED BY DEPARTMENT OF BUSINESS MANAGEMENT**

**NAME OF THE COURSE: SOFT SKILL**

**COURSE CODE: BM-VAC-201**

**DURATION: 45 hrs.**

### **Course Objective:**

The course intend to develop the competencies of the students to deal with real life situations and make them able to utilise their technical/domain skills effectively by working on their personality, behaviour and work habits. The objectives of the course are:

1. To understand basic concept of soft skill and to relate with real life situations
2. To develop the capacity of the student to manage interpersonal relations by developing capability to manage self and others.
3. To realise one's own creative potential to resolve problems in real life
4. To develop leadership potential and ability to work in team
5. To develop ability to handle conflict in real life situations and to develop skills to resolve them
6. To develop ability to manage time effectively and cope with stress

### **Module I: Understanding Self & Managing Interpersonal Relations (8hrs)**

From Self-concept to Self-Management, Relationship Between Self-Concept, Personality & Others Forms Of Self-Expression, Feed Back Self-Disclosure Matrix, Interpersonal needs & Skills, Developing Interpersonal Skills Emotional Intelligence and workplace behaviour: Concept & Measurement

### **Module II: Creative Thinking & Problem Solving (9hrs)**

Critical vs. Creative thinking, Techniques of Creative thinking, Understanding and assessing creative thinking, Polarity thinking and Creativity, Creativity & Problem solving, Causes of Poor Problem solving, Approaches & Process to Problem Solving, Problem Solving Techniques & tools, Personality Types and Preferred Problem-Solving Techniques

### **Module III: Team Building & Leadership (9hrs)**

Stages of Team Development, Team Players style, Teamwork Mental Models, Teamwork Skills, Characteristics of effective leader, Leadership Style, Basic Leadership Skills: Motivation, Team work, Negotiation & Networking

### **Module IV: Negotiation & Conflict Resolution (6hrs)**

Conflict in workplace, Persuading & influencing others, Conflict resolution & Negotiation strategies, steps involved in conflict resolution and negotiation

## Module V: Time management & Stress Management

(8hrs)

Symptoms of Poor time management, Eleven Time Thieves, Monochronic and Polychronic Views of Time, Strategies for effective Time Management : Time wasters: Causes & solutions, Developing time management skills: Prioritisation, Scheduling & Execution  
Stress Management: Stressors & Types, Symptoms of stress ,Causes & Prevention, Coping Strategies, Stress Assessment & Management

### Course Outcome:

At the end of the course the students will develop

1. Awareness on self and ability to manage one-self
2. Develop interpersonal skills
3. Develop problem solving skills
4. Develop leadership and team skill
5. Develop conflict handling and negotiation skill
6. Manage time and stress effectively

### Pedagogy:

Each module comprises of instructor led training followed by evaluation at the end of the module as a part of continuous assessment. The instructor will adopt interactive mode through classroom participation, role playing, group activities & discussion and simulation & case based discussion. The instructor can also share audio-visual materials as additional readings or for case discussion. Cases are to be shared by the instructor to the participants as and when required

### Assessment:

The assessment will constitute two parts. The first part is continuous assessment throughout the course consisting two components and total marks allotted is 50. The second part is end-term assessment consisting of 50 marks to be assessed through two components. The assessment will be done by administering one hour written test and demonstration to be evaluated by three evaluators including the coordinator

Sl.No.	Continuous Assessment (Components)	Total no.	Mark Allotted	Total Marks
1	MCQ to be administered at the end of the module	05	0.5X10=5	25
2	Assignment(Based on Individual/Group activities)	05	05	25
Sl.No.	End-Term Assessment(Components)	Total no.	Mark Allotted	Total Marks
3	Demonstration(Presentation based on field work/Practical/Roleplay/Group Discussion/Presentation)	01	25	25
4.	Written Test(Pattern to be decided by concerned Instructor/coordinator of the course/Department)	01	25	25

## References & Audio-visual Materials

1. Daniel Goleman, Emotional Intelligence, 10<sup>th</sup> Edition, Bantam Books
2. John Newstrom & Keith Davis, Organizational Behavior: Human Behavior at Work, McGraw-Hill Education; 11th edition
3. Handbook on Time Management Skills by Centre for Good Governance, Can be accessed through <https://cgg.gov.in/core/uploads/2017/07/Handbook-on-Time-Management-Skills.pdf>
4. Handbook on Stress Management Skills by Centre for Good Governance, Can be accessed through <https://cgg.gov.in/core/uploads/2017/07/Stress-Management-Skill.pdf>
5. Handbook on Problem solving Skills, by Centre for Good Governance can be accessed through <https://www.cgg.gov.in/publication/handbook-on-problem-solving-skills/>
6. Glenn M. Parker, Team Players and Teamwork, New Strategies for Developing Successful Collaboration, Second Edition, Published by Jossey-Bass, A Wiley Imprint
7. Negotiations and Resolving Conflicts: An Overview, prepared by Professor E. Wertheim, <http://www.cba.neu.edu/~ewertheim/>