B.A

SKILL ENHANCEMENT COURSE
SEMESTER-IV
(BAB32409T) SOFT SKILLS (SEC-2) (iii)

MAXMARKS:100
EXTERNAL:70
INTERNAL:30
PASS:40%
Credits: 4

OBJECTIVE:

The course aims to cause a basic awareness about the significance of soft skills in professional and inter-personal communications and facilitate an all-round development of personality. Soft skills not only help in acquiring a job but make it easy for a person to scale new heights, achieve excellence, and derive fulfilment and supreme joy in their lives.

COURSE OUTCOMES:

co 1:	To foster a foundational understanding of the importance of soft skills in professional and interpersonal communication within the course curriculum
co 2:	To provide comprehensive training in essential soft skills to facilitate holistic personality development among learners
co 3:	To highlight the critical role of soft skills in navigating the contemporary professional landscape and achieving personal fulfillment and success
co 4:	To empower learners with the skills necessary to excel in various aspects of life, promoting self-improvement, effectiveness, and overall well-being

INSTRUCTIONS FOR THE PAPER SETTER/EXAMINER:

1. The syllabus prescribed should be strictly adhered to.
2. The question paper will consist of three sections: A, B, and C. Sections A and B willhave four questions each from the respective sections of the syllabus and will carry 10 marks each. The candidates will attempt two questions from each section.
3. Section C will have fifteen short answer questions covering the entire syllabus. Each question will carry 3 marks. Candidates will attempt any 10 questions from this section.
4. The examiner shall give a clear instruction to the candidates to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.
5. The duration of each paper will be three hours.

INSTRUCTIONS FOR THE CANDIDATES:

Candidates are required to attempt any two questions each from the sections A, and B of the question paper, and any ten short answer questions from Section C. They have to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.

Section A

Unit 1: Teamwork and Leadership Skills: Concept of Teams; Building effective teams;Concept of Leadership and honing Leadership skills.

Unit 2: Decision-Making and Problem-Solving Skills: Meaning, Types and Models, Group and Ethical Decision-Making, Problems and Dilemmas in application of these skills.

Unit 3: Conflict Management: Conflict - Definition, Nature, Types and Causes; Methods of Conflict Resoultion.

Unit 4: Emotional intelligence: importance, concept, theory and measurements.

Section B:

Unit 5: Stress Management: strategies for preventing and relieving stress

Unit 6: Time management:techniques and styles.

Unit 7: Interview Skills: Interviewer and Interviewee – in-depth perspectives. Before, During andAfter the Interview. Tips for Success.

Unit 8: 2. Presentation Skills: Types, Content, Audience Analysis, Essential Tips – Before, Duringand After, Overcoming Nervousness.

Unit 9: 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 CommunicativeEnglish. Greater Noida: Cambridge University Press, 2019.
- Mahanand, Anand. English for Academic and Professional Skills. Delhi: McGraw, 2013.Print.
- Rani, D Sudha, TVS Reddy, D Ravi, and AS Jyotsna. A Workbook on English Grammarand Composition. Delhi: McGraw, 2016.
- Rizvi, M. Ashraf. Effective Technical Communication. Delhi: McGraw, 2018.
- Pease, Allan and Barbara Pease. The Definitive Book of Body Language. New

Delhi: Manjul Publishing House, 2005.
- 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.

