CERTIFICATE IN ENGLISH PROFICIENCY
SEMESTER-1
CEP-102
English Communication 2: Soft Skills

MAX. MARKS: 100
EXTERNAL: 70
INTERNAL: 30
PASS: 40%
CREDITS: 5

COURSE OBJECTIVES	
CO1	Explain the significance of soft skills and apply concepts of self-management, goal-setting, emotional awareness, and habit-building for personal and professional growth.
CO2	Demonstrate teamwork, leadership, decision-making, and problem-solving skills in practical contexts involving groups and real-world challenges.
CO3	Apply conflict-resolution, stress-management, and time-management strategies to enhance productivity and interpersonal harmony.
CO4	Exhibit professional communication abilities through effective interviewing, presentation techniques, and personality development practices.

INSTRUCTIONS FOR EXAMINATIONS

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 will have 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. The candidates will attempt ten questions and each question will carry 3 marks.
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.

Section A

Unit 1: Introduction to Soft Skills: Introduction, Planning and Goal-Setting, Human Perceptions, Understanding People, Types of Soft Skills, Self-Management Skills. Aiming for Excellence, Developing Potential and Self-Actualisation, Need Achievement and Spiritual Intelligence.

Unit 2: Teamwork and Leadership Skills: Concept of Teams; Building effective teams; Concept of Leadership and honing Leadership skills.

Unit 3: Decision-Making and Problem-Solving Skills: Meaning, Types and Models, Group and Ethical Decision Making, Problems and Dilemmas in application of these skills.

Unit 4: Conflict Management: Conflict - Definition, Nature, Types and Causes; Methods of

Conflict Resolution.
Unit 5: 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 6: Emotional intelligence: importance, concept, theory, and measurements.
Unit 7: Stress Management: strategies for preventing and relieving stress. Time management: techniques and styles.
Unit 8: Interview Skills: Interviewer and Interviewee – in-depth perspectives. Before, During and After the Interview. Tips for Success.
Unit 9: Presentation Skills: Types, Content, Audience Analysis, Essential Tips – Before, During and After, Overcoming Nervousness.
Unit 10: Personality Development – Meaning, Nature, Features, Stages, Models; Learning Skills; Adaptability Skills.