Course 2

Professional Skills (Career Skills and Team Skills)
Course Code: CLS2T

Max. Marks: 100
External: 70
Internal: 30
Pass: 40%
Credits: 5

Objective: The course aims to:

- To equip learners with essential professional competencies required for effective career building and workplace success.
- To develop communication, presentation, and interpersonal skills necessary for professional growth.
- To enhance problem-solving, decision-making, and critical thinking abilities for workplace challenges.
- To strengthen teamwork, collaboration, and leadership qualities for effective participation in diverse work environments.
- To cultivate adaptability, time management, and organizational skills to improve productivity and efficiency.
- To familiarize learners with professional ethics, workplace etiquette, and positive work culture.
- To build confidence in facing interviews, group discussions, and other career advancement opportunities.
- To prepare learners for lifelong learning, resilience, and professional excellence in dynamic career paths.

Course Outcomes: After completing this course, learners will be able to:

- Identify and apply career readiness skills.
- Demonstrate effective teamwork abilities.
- Apply problem-solving and decision-making strategies.
- Develop leadership qualities.
- Exhibit adaptability and interpersonal competence.
- Use digital and professional tools.
- Evaluate personal strengths and weaknesses.

Instructions for the paper setter/ examiner:

- The syllabus prescribed should be strictly adhered to.
- The Question Paper will have 70 Multiple Choice questions (MCQs) and four choices of answers will be there covering the entire syllabus. Each question will carry 1 mark. All questions will be compulsory; hence candidates will attempt all the questions.
- Paper-setters/Examiners are requested to distribute the questions from section A and Section B of the syllabus equally i.e., 35 questions from section A and 35 questions from Section B.

- The examiner shall give clear instructions to the candidates to attempt questions.
- The duration of each paper will be two hours.

Instructions for the students:

The question paper shall consist of 70 Multiple Choice questions. All questions will be compulsory and each question will carry 1 mark. There will be no negative marking. Students are required to answer using OMR (Optimal Mark Recognition) sheets.

Section - A

Career Skills

Unit 1: **Resume Skills :**

- **Preparation and Presentation:** Introduction of resume and its importance, Difference between a CV, Resume and Bio data, Essential components of a good resume
- **Common Errors:** Common errors people generally make in preparing their resume, Prepare a good resume of her/his considering all essential components

Unit 2: **Interview Skills**

- **Preparation and Presentation:** Meaning and types of interview (F2F, telephonic, video, etc.), Dress Code, Background Research, Do's and Don'ts, Situation, Task, Approach and Response (STAR Approach) for facing an interview, Interview procedure (opening, listening skills, closure, etc.), Important questions generally asked in a job interview (open and closed ended questions)
- **Interview Skills: Simulation**: Observation of exemplary interviews, Comment critically on simulated interviews
- **Common Errors:** Discuss the common errors generally candidates make in interview, Demonstrate an ideal interview

Unit 3: **Group Discussion Skills:** Meaning and methods of Group Discussion, Procedure of Group Discussion, Group Discussion- Simulation, Group Discussion - Common Errors

Unit 4: **Exploring Career Opportunities:** Knowing yourself – personal characteristics, Knowledge about the world of work, requirements of jobs including self-employment, Sources of career information, Preparing for a career based on their potentials and availability of opportunities

Section B

Team Skills

Unit 5: **Presentation Skills:** Types of presentations, Internal and external presentation, Knowing the purpose, Knowing the audience, Opening and closing a presentation, Using presentation tools, Handling questions, Presentation to heterogenic group, Ways to improve presentation skills over time

Unit 6: **Trust and Collaboration:** Explain the importance of trust in creating a collaborative team, Agree to Disagree and Disagree to Agree – Spirit of Team work, Understanding fear of being judged and strategies to overcome fear

Unit 7: **Listening as a Team Skill:** Advantages of Effective Listening, Listening as a team member and team leader. Use of active listening strategies to encourage sharing of ideas (full and undivided attention, no interruptions, no pre- think, use empathy, listen to tone and voice modulation, recapitulate points, etc.).

Unit 8: **Brainstorming:** Use of group and individual brainstorming techniques to promote idea generation, Learning and showcasing the principles of documentation of team session outcomes

Unit 9: **Social and Cultural Etiquette:** Need for etiquette (impression, image, earn respect, appreciation, etc), Aspects of social and cultural/corporate etiquette in promoting teamwork, Importance of time, place, propriety and adaptability to diverse cultures

Unit 10: **Internal Communication:** Use of various channels of transmitting information including digital and physical, to team members.

Suggested Readings:

- *IT-ITeS Sector Skills Council readiness program namely Global Business Foundation Skills (GBFS) in website (https://www.sscnasscom.com/ssc-projects/capacity-building-and-development/training/gbfs/)*
- *Generic and the entrepreneurial NOS at NSQF Level 4 -7.*