

# **Skill Enhancement Courses (SEC)**

**B.A (Liberal Arts)**

**Skill Enhancement Course (SEC)**

**Semester-4**

**BLAB32409T: SOFT SKILLS**

**MAX.MARKS: 100**

**EXTERNAL: 70**

**INTERNAL: 30**

**PASS: 40%**

## **Objective:**

The course aims to bring a basic awareness about the significance of soft skills in professional and inter-personal communications and to train the learners in all those important skills that facilitate an all-round development of personality. In the contemporary era, soft skills are vital for a person to be acquired in order to scale new heights, achieve excellence, and derive fulfilment and supreme joy in their lives.

**Total Credits: 4**

## **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 will have four questions 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 ten 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 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 I:** Teamwork and Leadership Skills: Concept of Teams; Building effective teams; Concept of Leadership and honing Leadership skills.

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

**Unit III:** Conflict Management: Conflict - Definition, Nature, Types and Causes; Methods of Conflict Resolution.

**Unit IV:** Emotional intelligence: importance, concept, theory and measurements.

## **Section B:**

**Unit V:** Stress Management: strategies for preventing and relieving stress

**Unit VI:** Time management: techniques and styles.

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

**Unit VIII:** Presentation Skills: Types, Content, Audience Analysis, Essential Tips – Before, During and After, Overcoming Nervousness.

**Unit IX:** 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 Communicative English. 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 Grammar and 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.