

Certificate Course in Soft Skills

(30 Hours)



Department of Business Management

Multani Mal Modi College, Patiala

Objective to the Programme

The objective of the programme is to inculcate skills so that they can communicate effectively, take initiative, solve problems and demonstrate a positive personality so that they can adhere to challenging work environment. The courses is intended to enhance the employability of the students. The courses will help to bridge the gap between the skill requirements of the employer or industry and the competency of the students. Following are broad objectives of programme:

- To give each student a realistic perspective of work and work expectations.
- Develop effective communication skills (spoken and written).
- Develop effective presentation skills.
- Conduct effective business correspondence and prepare business reports which produce results.
- Become self-confident individuals by mastering inter-personal skills, team management skills, and leadership skills.
- Develop all-round personalities with a mature outlook to function effectively in different circumstances.
- Develop broad career plans, evaluate the employment market, identify the organizations to get good placement, match the job requirements and skill sets.

Duration of the Programme

Total duration of the course is 30 hours including both theory and practicals.

Assessment

The course shall have evaluated on base of Continuous evaluation of 100 marks based on student participation and response during the course. Evaluation criterial include regular participation of student in the programme, response of student during the programme and evaluation test conducted during the programme. Final Score for 100 Marks shall be calculated for the continuous evaluation and grade shall be awarded as per the grading system below.

S.No.	Grade	Grade Points	Absolute Marks
1	O (Outstanding)	10	90 and above
2	A+ (Excellent)	9	80 to 89
3	A (Very Good)	8	70 to 79
4	B+ (Good)	7	60 to 69
5	B (Above Average)	6	50 to 59
6	C (Average)	5	40 to 50
7	F (Fail) -	-	Below 40

Eligibility

All students of Graduation and Post-Graduation classes.

Certificate

Successful students will be awarded certificates issued by the college.

Curriculum

Module	Theory	Practical	Duration
Personal Skills			
1.	Introduction to Soft Skills	Ice Breaking Session	1
2	Personal Interview – Meaning, types, dress up, etiquettes, strategies, most common questions	Student Mock interviews by expert panel.	3
3.	Group Discussion – Meaning, Traits required, evaluation criteria, Dos and Donts of GD, Strategies, Opening the discussion, involvement in discussion, concluding the discussion.	Mock G.D session on various topics.	3
4.	Case Study solving – Meaning of case study, various issues in solving case study, evaluation criteria, strategies for solving cases, Dos and Donts.	Practical case study discussion using real life cases.	2
5.	Communication Skills - Meaning of Communication, Types, Essentials of effective communication, Dos and Donts of communication, Speaking Skill strategies, Listening Skill strategies, Emotional Intelligence	Exercise of Speaking Skill, Listening Skill exercise, Use of non-verbal communication, Extempore speech.	6
6.	Time Management – Meaning, Major time wasters, being organized, managing time, completing work on time.	Questionnaire regarding evaluation of time management skill.	1
Job Searching Skills			
7.	Resume Writing - showing personal energy, supervising oneself, building your resume, understanding business, gathering references.	Mock resume preparation by students	2

8.	Profile Building – Meaning of profile, benefits of profile building, Scope of profile, Updation of profile.	Profile making exercise	2
<i>Interpersonal Skills</i>			
9.	Leadership Skills - Good Leader; Leaders and Managers; Leadership Theories; Types of Leaders; Leadership Behaviour; Assertiveness Skills.	Games for checking leadership abilities, Psychological testing of leadership qualities	2
10.	Team Building - Groups Meaning, Group Dynamics, Team building	Team Building Practices through group exercises, team task / role play, Ability to mixing & accommodation, Ability to work together	2
<i>Information Technology and Social Media Skills</i>			
11.	Presentation using Power Point – introduction, Knowing the audience and their requirements, Effective ways to deliver the presentation, How to prepare the multi-media presentation.	Preparation of presentation on given topic	3
12.	Social Media – Effective usage for personal gains, searching job online, use of social media for marketing, E-mail etiquettes,	Job sites registration, effective use of social sites	3