

SOFT SKILLS AND INTERPERSONAL COMMUNICATION

OE – I: VI Semester: CSE / CSE (AI & ML) / CSE (DS) / CSE (CS) / CSIT / IT

OE –II: VII Semester: ECE / EEE

OE – III: VIII Semester: AERO / MECH / CIVIL

Course Code	Category	Hours / Week			Credits	Maximum Marks		
		L	T	P	C	CIA	SEE	Total
AHSC15	Elective	3	-	-	3	30	70	100
Contact Classes: 45		Tutorial Classes: Nil			Practical Classes: Nil			Total Classes: 45

I. COURSE OVERVIEW:

The objectives of the Soft Skills and Interpersonal Communication are to give each student a realistic perspective of work and work expectations, to help formulate problem solving skills, to guide students in making appropriate and responsible decisions, to create a desire to fulfill individual goals, and to educate students about unproductive thinking, self-defeating emotional impulses, and self-defeating behaviors.

II. COURSE OBJECTIVES:

The students will try to learn:

- I Communication skills effectively in both spoken and written languages.
- II All-round personalities with a matured outlook to function effectively in different formal and informal situations. .
- III Self-confidence by mastering inter-personal skills, team management skills, and leadership skills.
- IV Effective presentation skills which give an edge while interacting with people at all levels.

III. COURSE OUTCOMES:

After successful completion of the course, students should be able to:

- | | | |
|------|--|------------|
| CO 1 | Apply soft skills in the development of personality and use them in their daily life. | Apply |
| CO 2 | Relate how to listen actively and respond productively to others. | Understand |
| CO 3 | Classify the correct usage of English grammar in writing and speaking. | Understand |
| CO 4 | Demonstrate the significance of verbal and non-verbal communication in academic and non-academic platforms. | Understand |
| CO 5 | Explain some of the strategies and challenges for effective speaking skills and make use of pre-reading skills to understand the content of advanced level text books. | Understand |
| CO 6 | Develop various written communication strategies of cover letter writing, resume writing, E-mail writing and report writing. | Apply |

IV. SYLLABUS

MODULE-I: SOFT SKILLS (09)

Soft Skills: An Introduction – Definition and Significance of Soft Skills; Process, Importance and Application of Soft Skills, Discovering the Self; Setting Goals; Positivity and Motivation: Developing Positive Thinking and Attitude.

MODULE –II: EFFECTIVENESS OF SOFT SKILLS (09)

Developing interpersonal relationships through effective soft skills; Define Listening, Speaking, Reading and Writing skills; Barriers to Listening, Speaking, Reading and Writing; Essential formal writing skills; Public Speaking: Skills, Methods, Strategies and Essential tips for effective public speaking.

MODULE-III: ORAL AND AURAL SKILLS (09)

Vocabulary: Sounds of English vowels sounds and constant sounds, Word Accent and connected speech-contractions, questions tags, Listening for information, Taking notes while listening to lectures (use of Dictionary).
Group Discussion: Importance, Planning, Elements, Skills, Effectively disagreeing, Initiating.

MODULE-IV: VERBAL AND NON-VERBAL COMMUNICATION (09)

Interpersonal communication-verbal and nonverbal etiquette; Body language, grapevine, Postures, Gestures, Facial expressions, Proximity; Conversation skills, Critical thinking, Teamwork, Group Discussion, Impact of Stress; Measurement and Management of Stress.

MODULE-V: INTERPERSONAL COMMUNICATION (09)

Significance; Effectiveness of writing; Organizing principles of Paragraphs in documents; Writing introduction and conclusion; Techniques for writing precisely; Letter writing; Formal and Informal letter writing; E-mail writing, Report Writing.

V. TEXT BOOKS:

Handbook of English for Communication (Prepared by Faculty of English, IARE)

VI. REFERENCE BOOKS:

1. Dorch, Patricia. What Are Soft Skills? New York: Execu Dress Publisher, 2013.
2. Kamin, Maxine. Soft Skills Revolution: A Guide for Connecting with Compassion for Trainers, Teams, and Leaders. Washington, DC: Pfeiffer & Company, 2013.
3. Klaus, Peggy, Jane Rohman & Molly Hamaker. "The Hard Truth about Soft Skills", London: HarperCollins E-books, 2007.
4. Stein, Steven J. & Howard E. Book. "The EQ Edge: Emotional Intelligence and Your Success" Canada: Wiley & Sons, 2006
5. Suresh Kumar. English for Success. Cambridge University Press IndiaPvt.Ltd.2010.
6. Dorling Kindersley. Communication Skills & Soft Skills - An Integrated Approach. India Pvt. Ltd. 2013.

VII. WEB REFERENCES:

1. www.edufind.com
2. www.myenglishpages.com
3. <http://grammar.ccc.comment.edu>
4. <http://owl.english.prudue.edu>

VIII. E-Text Books:

1. <http://bookboon.com/en/communication-ebooks-zip>
2. <http://www.bloomsbury-international.com/images/ezone/ebook/writing-skills-pdf.pdf>
3. https://americanenglish.state.gov/files/ae/resource_files/developing_writing.pdf
4. <http://learningenglishvocabularygrammar.com/files/idiomsandphraseswithmeaningsandexamplespdf.pdf>
5. [http://www.robinwood.com/Democracy/General Essays/CriticalThinking.pdf](http://www.robinwood.com/Democracy/General%20Essays/CriticalThinking.pdf)