

## B. Com. Semester III

### Soft Skills - Syllabus

<b>Unit</b>	<b>Title</b>	<b>Details of Topic</b>
Unit I	<b>Team Building</b>	To know the nature of the team, To understand personal as well as professional goals of the members of the group, To work effectively in a team through building relation and interpersonal communication
Unit II	<b>Art of Negotiation</b>	To understand what is negotiation, Ways of negotiating and being successful in it, To understand the power of language and non-verbal communication.
Unit III	<b>Dress for Success</b>	To learn selection of proper attire as per the situation, How to carry one's self, How to project one's self in the right frame and spirit.
Unit IV	<b>Table Manners</b>	To learn the manners during professional meetings over lunch/dinner, Basics of the table manner.
Unit V	<b>Organizing Meetings</b>	How to call the meeting, How to organize a meeting in the smooth manner, How to design the agenda and prepare minutes of the meeting.
Unit VI	<b>Stress Management</b>	To learn kinds of stress, To identify the right reason/s of stress, How to handle the pressure and perform efficiently in such situations, Techniques to cope with the stressful situation at a workplace.
VII	<b>Telephone etiquettes</b>	Students learn the telephonic etiquettes; tone and pitch of the voice, How to send a voice mail, Students are also exposed to the netiquettes.
Unit VIII	<b>Time Management</b>	Goal setting, To make students understand the importance of time, How to prepare the time line and allocate time to complete different tasks, How to successfully follow the prepared time-schedule.
Unit IX	<b>Multi-Tasking</b>	How to prioritize the work, Importance of multi-tasking and concerns related to multi-tasking, To identify what to multi-task.
Unit X	<b>Presentation Skills</b>	To learn the skill of presentation, How to prepare the

		presentation, Knowing the audience and their requirements, Effective ways to deliver the presentation, How to prepare the multi-media presentation.
Unit XI	<b>Organizational Skills</b>	To understand the nature of the organization, To understand the structure and communication channel of the organization, Clarity about the roles and responsibilities in an organization, How to be a team member, How to draft reports.
Unit XII	<b>Group Discussion</b>	Understanding the nature of discussion, Difference between debate and discussion, Ways to form and present the arguments, Ways to defend.
Unit XIII	<b>Personal Interviews</b>	To learn the skills of appearing in an interview and being successful in it
Unit XIV	<b>Public Speaking</b>	To get acquainted with the art of public speaking, To know the rhetoric of making a public speech, Exploring rhetorical elements through various videos.

**Books Recommended:**

1. Peggy Klaus, The Hard Truth about Soft Skills.
2. Nitin Bhatnagar. Effective Communication and Soft Skills. Pearson Education India.
3. Eric Garner. Team Building.
4. Wendy Palmer and Janet Crawford. Leadership Embodiment.