

CCRT- 103 Soft Skill and Personality Development

Total Credit- 04

Max. Marks- 100

Block 1-

Unit 1- Introduction to Communication

[Need for Effective Communication, The Process of Communication, Levels of communication, Flow of communication, Barriers to Communication]

Unit 2- Non-verbal Communication

Introduction and Importance [Issues and Types, Basics and Universals, Interpreting Non-Verbal Cues, Body Language- for Interviews, for Group Discussions]

Unit 3- Listening Skills

[Listening as an active skill, Types of Listeners, listening for general content, Intensive Listening, Developing effective listening skills, Barriers to effective listening skills.]

Block 2-

Unit 4- Reading Skills

[Reading skills- Previewing techniques, Skimming, Scanning, Identifying the topic sentence, inferring lexical and contextual meaning, sequencing of sentences, improving comprehension skills]

Unit 5- Writing Skills

[Sentence formation, Use of appropriate diction, Paragraph and Essay Writing, tips and guidelines for writing, Technical Writing- Differences between technical and literary style, Elements of style, Common Errors]

Unit 6- Report Writing

[Basics of Report Writing, Structure of a report, and Types of reports]

Block 3-

Unit 7- Letter Writing

[Formal, informal and demi-official letters, business letters, Sample Letters. Job Application- Cover letter, Differences between bio-data, CV and Resume, Sample CV Bio-data and Resume]

Unit 8- Leadership

[Leadership Skills, evaluating your personal skills and building upon them to achieve leadership skills, SWOT, Strategic planning, Decision making]

Unit 9- Conflict Resolution Skills

[Seeking Win-Win Solution, Inter-Personal Conflicts- Two Examples, Two Solutions, Types of Conflicts, Becoming a Conflict Resolution Expert]

Block 4-

Unit 10- Work Ethics and work culture

[What is Work Ethic? Importance, characteristics of a Healthy Culture, Business Ethics, Environmental Challenges]

Unit 11- Personality

[types of personality, traits of personality, public speaking, Emotional intelligence (EQ), etc.]

Unit 12- Behavioural Skills

[Personality development, importance of good human relations, understanding organizational culture, management of time and stress, importance of ethics and values]

Block 5-

Unit 13- Telephone and E-Mail Communication

[Basic Telephone Skills, Advanced Telephone Skills, Essential Telephone Skills and tips, Basic e-mail Skills, Advanced e-mail Skills, Essential e-mail Skills and tips, Etiquette for mobile and e-mailing]

Unit 14- Interview Skills

[Types of Interviews, Ensuring success in job interviews, and appropriate use of nonverbal communication]