

**TYBBA-CA Semester- VI**

<b>Course Code:</b> <b>B4- 21/ 607</b>	<b>Subject : Soft Skill</b>	<b>Marks : 50</b> <b>Credits : 2</b>
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**Course Objectives :**

1. It helps participants to communicate effectively and to carry themselves confidently.
2. TO learn different etiquette and mannerism
3. They also learn how to identify and overcome the barriers in interpersonal relationships.
4. This course is useful for landing a great job, building a career and also finding employment as softskills trainers.

**Course Outcome :**

After completing the course, the student shall be able to -

**CO1:** Understand the significance and essence of a wide range of soft skills

**CO2:** Learn how to apply soft skills in a wide range of routine social and professional settings.

**CO3:** Learn how to employ soft skills to improve interpersonal relationships.

**CO4:** Learn how to employ soft skills to enhance employability and ensure workplace and career success.

<b>Unit</b>	<b>Unit Title</b>	<b>Contents</b>	<b>No of Lectures</b>
<b>I</b>	<b>Introduction to Soft Skills</b>	1.1 An Introduction to Soft skill - 1.1.1 Definition and Significance of Soft Skills 1.1.2 Soft skill Process Uses of Soft Skill Development.	2
<b>II</b>	<b>Etiquette and mannerism</b>	2.1 What is etiquette and mannerism 2.2 Need and types of etiquette and mannerism 2.3 Power dressing	8

		<p>2.4 Interview and meeting etiquette</p> <p>2.5 Telephone and Email etiquette</p> <p>2.6 Table manners</p>	
<b>III</b>	<b>Skill Development</b>	<p>3.1 Interview Skills — Interviewer and Interviewee — in-depth perspectives. Before, During and After the Interview. Tips for Success.</p> <p>3.2 Presentation Skills - Types, Content, Audience Analysis, Essential Tips Before, During and After, Overcoming Nervousness.</p> <p>3.3 Etiquette and Manners - Social and Business</p> <p>3.4 Time Management - Concept, Essentials, Tips</p> <p>Personality Development - Meaning, Nature, Features, Stages, Models, Learning Skills, Adaptability Skills.</p>	10
<b>IV</b>	<b>Skill Implementation</b>	<p>4.1 Resume writing —</p> <p>4.1.1 How to write your resume.</p> <ul style="list-style-type: none"> <li>• Contact details.</li> <li>• Opening statement.</li> <li>• List of key skills.</li> <li>• List of technical/software skills.</li> <li>• Personal attributes/career overview.</li> <li>• Educational qualifications.</li> <li>• Employment history /volunteering/work placements.</li> <li>• References/referees.</li> </ul> <p>4.1.2 Types of resume</p> <p>4.2 Group Discussion - Importance,</p>	10

		<p>Planning, Elements, and Skills assessed, Effectively disagreeing, Initiating, Summarizing and Attaining the Objective.</p> <p>Teamwork and Leadership Skills - Concept of Teams, Building effective teams, Concept of Leadership and honing Leadership skills , A Good Leader, Leaders and Managers , Types of Leaders , Leadership Behavior.</p>	
<b>Total No of Teaching Lectures</b>			<b>30</b>
<b>Total No of Lectures for Evaluation</b>			

Unit	Unit Title	Teaching methodology	Project (If any)	Outcome expected		Weightage of Marks (%)
				Conceptual understanding	Knowledge/Skills/Attributes etc	
I	Introduction to Soft Skills	Lecture method			<ul style="list-style-type: none"> <li>• Disciplinary knowledge</li> <li>• Critical thinking</li> <li>• Moral and Ethical Awareness/Reasoning</li> </ul>	10%
II	Etiquette and mannerism	Lecture method			<ul style="list-style-type: none"> <li>• Problem Solving</li> <li>• Analytical Reasoning</li> <li>• Reflective Thinking</li> <li>• Application Skills</li> <li>• Employability</li> </ul>	15%
III	Skills Development	Lecture method			<ul style="list-style-type: none"> <li>• Problem Solving</li> <li>• Critical thinking</li> <li>• Reflective Thinking</li> <li>• Professional Skills</li> <li>• Application Skills</li> </ul>	15%
VI	Skill Implementation	Lecture method and demo			<ul style="list-style-type: none"> <li>• Critical thinking</li> <li>• Information/Digital Literacy</li> <li>• Professional Skills</li> <li>• Employability</li> </ul>	20%

Unit	Evaluation Method	Marks (50)			Project/Practical (If any)
		Formative Assessment			
		CCE I (20)	CCE II (20)		

<b>I</b>	MCQ	MCQ	MCQ Questions		Nil
<b>II</b>	MCQ	MCQ Problem Solving	MCQ Questions		Nil
<b>III</b>	MCQ and assignment	Assignment	MCQ Questions		Nil
<b>IV</b>	MCQ and assignment	Assignment	MCQ Questions		Nil

**Suggested Readings:**

<b>Sr. No</b>	<b>Title of Book</b>	<b>Author/s</b>	<b>Publication</b>
1	Managing Soft Skills for Personality Development	edited by B.N.Ghosh,	McGraw Hill India, 2012.
2	Soft skills Training — A workbook to develop skills for employment	by Fredrick H. Wentz .	
3	Personality Development and Soft skills,	by Barun K. Mitra	Oxford University Press