

**Course Name: Soft Skills for Managers**

**Semester I / year I**

**L-T-P : 2-0-2**

**Course Code: 15HS113**

**Credits : 3**

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### **COURSE OBJECTIVES**

The objectives of this course are

1. To equip the students with competencies to manage themselves in organizations with a scientific outlook towards communication.
2. To develop career orientation through an understanding of Mock interviews and GDs.
3. To develop inter personal and intra personal skills of the students and Presentation skills
4. To facilitate an insight into the functioning of individuals and groups

### **COURSE OUTCOMES**

After completing this course, the student will be able to

1. Participate in the campus selection process with special focus on aptitude and GD.
2. Prepare himself/herself for the campus Interviews.
3. Develop professional behaviour for entry into the professional world.
4. Think logically and solve problems in professional life.

### **SYLLABUS**

**Verbal and Non-Verbal Communication Skills:** Introduction; Listening to customers, team members and managers; listening to electronic media; communication with customers, team members and managers, referencing for verbal communication. **Presentation Skills – Stages** involved in an effective presentation, selection of topic, content, aids, engaging the audience, Time management, Feedback, Mock Presentations. **CV, GD and PI:** Introduction; SOP; career objective; educational qualification; projects and assignments; skill set; achievements and interests; Introduction to GD; foundation skills in GD; Mock GD; Introduction to PI; foundation skills in PI; Mock PI; **Interpersonal skills:** Definition; understanding, analysis and response to the needs, requirements and capabilities of people at different levels. **Goal Setting Skills:** Introduction; relevance of SWOT on goal setting; setting career goal; action plan and measures to achieve career goal; corporate role models; three to five years career roadmap; competitive work environment and realization of goals; anticipating challenges and utilizing opportunities. **Time Management Skills:** Planning, Scheduling, Prioritizing; multitasking. **Corporate Etiquette:** Customer interaction etiquette; office etiquette; meeting etiquette; telephone etiquette; presentation etiquette.

### **RECOMMENDED TEXT BOOK**

Communicating at Work – Principles and Practices for Business and the Professions by Adler, The McGraw Hill Company, 9<sup>th</sup> Edition

### **REFERENCE BOOKS**

1. Business Communication and Personality Development by Biswajit Das & Ipseeti Satpathy, The Encel Publications, 1<sup>st</sup> Edition
2. Managerial Communication – Strategies and Applications by Hynes; The McGraw Hill Company, 4<sup>th</sup> Edition
3. Effective Business Communication by Murphy; The McGraw Hill Company, 7<sup>th</sup> Edition
4. Winning at Interviews by Edger Thorpe, Showik Thorpe; Pearson Publications, 1<sup>st</sup> Edition
5. Professional Communication by Aruna Koneru; The McGraw Hill Company
6. Developing Soft Skills by Robert M. Sherfield, Rhonda J., Patricia J. Moodi; Cornerstone Publications.

