

**D.G. VAISHNAV COLLEGE (AUTONOMOUS)**

**DEPARTMENT OF ENGLISH**

**SYLLABUS 2019-20**

**SOFT SKILLS**

**I & II B.A., B.Sc., B.Com.,  
BBA, BBM, BCA**

**Semesters I – IV**

## **Soft Skills**

### **General Objectives**

- To equip the students with the skills to effectively communicate in English
- To teach practical, everyday communication in English through innovative teaching methods to the students
- To train the students on interview skills, group discussions , presentation, speaking and listening skills
- To help the students understand the speech and communication process
- To introduce the students to the variety of public speaking
- To promote the art and science of management
- To help students write in a straight forward and clear style
- To enhance the kinds of processes that need to be in place for students to work collaboratively

## **Soft Skills I Semester I**

**No. of hours per week : 2**

**Course code:**

### **Objectives:**

- To train students in communication skills
- To introduce them to various memory techniques
- To familiarise the students with the nuances of writing
- To help the students differentiate between public speaking and daily conversation
- To introduce the students to the need of identifying the presentation
- To make the students prepare/write/ read/ talk
- To lay special emphasis on delivering the presentation
- To make the students know the importance of body language
- To train students in setting the objective in writing
- To familiarise students with researching and organising information
- To help students understand the need to structure writing
- To facilitate their writing in a clear style
- To understand the importance of thought and feeling
- To help students understand what is business communication

## **Soft Skills I Semester I**

**No. of hours per week : 2**

**Course code:**

### **Course Content**

#### **Presentation Skills**

- Speaking to a small group and large audience
- Barriers to communication and non- verbal communication
- Language skills
- Types of presentation and use of aids
- Effective public speaking

#### **Memory Skills**

- Memory system
- Short term and long term memory
- Causes of memory problems
- Methods of improving memory
- Preventing loss of memory

#### **Technical Writing Skills**

- Defining Technical Communication and Organising Information
- Language in Technical Communication
- Description Vs Narration Vs Instruction
- Letters, Memos, Electronic Communication
- Formal and Informal Reports

## **Soft Skills II Semester II**

**No. of hours per week : 2**

**Course code:**

### **Objectives:**

- To develop interpersonal skills in order to maintain good relations at the workplace
- To acquaint the students with different types of interviews and help them acquire the necessary skills
- To stress on the importance of group discussions and impart leadership and problem- solving skills
- To help the students understand the importance of a small group
- To help the students practise leadership in small groups to acquaint students with responsibilities in small groups
- To introduce kinds of leadership to the students
- To make the students understand the functions of leadership
- To help the students fulfil individual assignments
- To introduce the students to reflecting thinking method
- To help the students present the recommendations of the group
- To help the students understand the rules of interviews
- To highlight questions that one should never initiate
- To explore the question life cycle
- To facilitate understanding defensive, feedback and bid for action questions
- To help the students understand group dynamics
- To improve the students' motivation at work
- To foster management skills of motivation

## Soft Skills II Semester II

No. of hours per week : 2

Course code:

### Course Content

#### **Inter-personal Skills**

- Attitude
- Negotiation skills
- Social Conversation
- Values and ethics
- Managing stress

#### **Interview Skills**

- Writing a resumé
- Types of interviews
- Self-grooming and body language
- Interview preparation techniques
- Frequently asked questions

#### **Group Discussion Skills**

- Principles of group discussion
- Purpose of group discussion
- Preparation
- Skills to be acquired — communication, leadership, problem-solving
- Effective participation

**Soft Skills III**  
**Semester III**

**No. of hours per week: 2**

**Course code:**

**Objectives:**

- To help the students imbibe positive personality traits
- To train the students to focus on goal-setting and to manage time effectively
- To instil good leadership qualities
- To help the students understand Role – Personality Conflict
- To inculcate motivation techniques
- To introduce students to personality and leadership techniques
- To help the students understand the essence of time management
- To instil strategies of true management for students
- To help the students understand time management as a skill
- To introduce students to the concepts of time management and budgeting
- To help the students understand Inductive Reasoning to instil the idea of learning for analogical transfer
- To help students understand organizational behaviour
- To help students with the idea of defining disposition

## **Soft Skills III Semester III**

**No. of hours per week: 2**

**Course code:**

### **Course Content**

#### **Personality Enrichment**

- Positive attitude
- SWOT Analysis
- Self-confidence and motivation
- Inter-personal skills
- Projecting a positive social image

#### **Time Management**

- Goal setting and prioritisation
- ABC Analysis—preparing a personal schedule
- Short term and long term goals
- Implementing goals
- Task list organisation

#### **Leadership Skills**

- Planning, organising, setting objectives and taking initiatives
- Persuading and negotiating
- Team work
- Maintaining morale
- Inspiring others



**Soft Skills IV**  
**Semester IV**

**No. of hours per week : 2**

**Course code:**

**Objectives:**

- To equip the students with knowledge of different types of reading and listening
- To help the students gain an in-depth understanding of the importance of etiquette in different social contexts
- To foster creative thinking and abilities
- To equip the students with guidelines for ethical speaking
- To help the students understand the need to avoid name calling and other forms of abusive language
- To help the students enhance their style of reading
- To prepare the students for Active Reading
- To acquaint the students with the three stages of reading (Pre-reading, guided reading, post reading)
- To help the students become thoughtful writers
- To make the students understand the importance of tone
- To train the students become effective writers
- To introduce the value of note-making to the students
- To help the students remove blocks in writing
- To guide the students how to employ remedial measures to perfect their art of writing

## **Soft Skills IV Semester IV**

**No. of hours per week : 2**

**Course code:**

### **Course Content**

#### **Reading and Listening Skills**

- Types of reading — pleasure/ info/ knowledge
- Reading strategies — predicting, skimming, scanning, reading intensively
- Active reading — understanding, highlighting, making notes
- Listening effectively and identifying barriers
- Listening for specific and general information

#### **Etiquette**

- Personal
- Social
- Business
- Etiquette for occasions
- Understanding cultural differences

#### **Creativity**

- Brainstorming
- Mind mapping
- Visualising
- Thinking out of the box
- Improving creative abilities

### **Suggested Reading:**

1. *Developing Reading Skills* – Françoise Grellet, Cambridge University Press, Cambridge 2007
2. *Cambridge First Certificate: Listening and Speaking* – Sue O' Connell with Lousie Hashemi, Cambridge University Press, Cambridge 2000
3. *Inspired to Write* – Jean Withrow, Gay Brookers and Martha Cumings, Cambridge University Press, New York, 2004
4. *How to Build a Better Vocabulary-* Maxwell Nurnberg and Morris Rosenblum, Warner Books, New York 1989
5. *Technical Communication : A Practical Approach*, (Sixth edition) – William Sanborn Pfeifer and T.V.S.Padmaja, Pearson, New Delhi 2006
6. *Personality Development* – Elizabeth Hurlock, Tata McGraw Hill, New York 1976
7. *The Etiquette Book :A Complete Gide to Modern Manners-* Jodi R.R. Smith, Sterling Publications, New York 2011
8. *Winning at Interviews* (Second edition) – Edgar Thorpe and Showick Thorpe, Pearson, New Delhi 2009
9. *365 Steps to Self-Confidence* – David Lawrence Preston, Jaico Publishers, Mumbai 2007
10. *Operations Team Leadership* – Graham R Little, Jaico Publishers, Mumbai 2006
11. *Objective English for Competitive Examinations* – Hari Mohan Prasad and Uma Rani Sinha, Tata McGraw Hill, 2010

## ASSESSMENT PATTERN

External Exam (written)	-	50
Internal Assessment	-	50
		100

External Exam will be a written exam of 2 hours duration based on the syllabus.

## QUESTION PAPER PATTERN

**Section A**                      **10 x 2 = 20**

**10 questions to be answered out of 15**  
**Each question carries 2 marks**

**Section B**                      **5 x 6 = 30**

**5 questions to be answered out of 8**  
**Each question carries 6 marks**

**TOTAL MARKS**                **50**

**Time**                              **2 hours**