

SEMESTER -----I

UNIT ---I

Soft Skill

Meaning and Definition of soft Skills---Types of soft skills---Listening and Monitoring Soft Skills---Communicative, Socializing Soft Skills---Top 60 soft skills---Method to develop soft skill -----Employability of skills-----Life skills - -- - Self Management Skills----- - People Skills-----Understanding Soft Skills----- Soft Skills in the Workplace-----Critical Thinking or Problem Solving-----Soft Skills versus Hard Skills-----Soft Skills on a Resume

UNIT----II

VERBAL COMMUNICATION-----

Importance of good communication-----The communication process----- Recommendations for Improving the Quality of Conversations -----Written Communication----Advantages Of Verbal Communication---Disadvantages Of Verbal Communication---- Purposes Of Communication-----Clarification And Understanding.

UNIT---III

NON VERBAL COMMUNICATION

---- Different levels of communication-----Nonverbal communication and body language in relationships---Types of nonverbal communication and body language--- Using body language and nonverbal communication successfully--- -Tips for successful nonverbal communication-----Improving nonverbal communication skills---- History-----Characteristics of nonverbal communication-----Clothing and bodily characteristics-----Physical environment----- Proxemics-----Chronemics----- Monochronic Time----- Polychronic Time- Kinesics-----Haptics-----Paralanguage-----The relation between verbal and nonverbal communication----- The relative importance of verbal and nonverbal communication-----Difficulties with nonverbal communication .

UNIT ---IV

Listening Skill

---- Need for Good Listening Skills---To Listen Well-----Barriers to Listening--
-----Corollary of Sight-----Understanding-----Empathy-----Paraphrasing-
---- Keys to Better Listening.

UNIT-V

Interpersonal Communication

-----Elements of Inter personal Communication--sage -----Noise-----
Feedback ----Context-----Channel -----Critical thinking ----Group
dynamics----- Organizational conflict-----Personal conflict-----Role of
Conflict-----Conflict within groups----- Results of group conflicts-----
Conflict Resolution-----Strategies for Managing Group Conflicts-----
Emotional Intelligence .

SEMESTER----II

UNIT- I

Presentation skills

Planning and preparation-----Presentation design---- Objective-----Structure----
Informative presentations-----Persuasive presentations-----Visual support----
Handouts----- Delivery----- Methods of delivery-----Rehearsal-----Nerve
control----- voice-----Non-verbal communication-----Group presentations---
-Team balance-----Transitions-----Role as coach-----Evaluating the
presentation.

UNIT- II

Public speaking

History-----Training---The powerful voices-----Speaking from personal
knowledge.-----Organizing facts into a story--Weaving familiar references into

UNIT- III

ASSERTIVE BEHAVIOUR

Definition----Bill of Assertive Rights-----Component of Assertive Behaviour-----
Reducing Anxiety and Promoting Relaxation----- Techniques of Assertiveness---
-Important aspect of Assertive Behaviour-----Evaluating Assertiveness-----

Definition of Assertiveness-----Three Basic Types of Behaviour---- Passive Behaviour----- Aggressive Behaviour----- Assertive Behaviour----- Important to Be Assertive-----Becoming Assertive-----Common Passive Aggressive Behaviors-----Competence-----competence and competency frameworks

UNIT- IV

Empathy

Intention-----Presence-----Focus----- Responses-----Showing Empathy ----- Awareness & Acknowledgment -----Empathy and Sensitivity ----- Understanding and Compassion-----Empathy and Conscience

UNIT- V

Negotiation

Etymology-----Approaches to negotiation-----Improving Negotiation Skills----- Rules for Master Negotiators-----Fundamental Elements of the Negotiation Process----Key elements of Negotiation ---- Attitude---- Compromise is omnipresent.----- Communication Skills----- Planning----- Evaluation--- Closure

SEMESTER----III

UNIT- I

ETHICS

Resolving Ethical Dilemmas in the Workplace----Resolving Ethical Dilemmas And Value Conflicts -----Introduction to Business Ethics-----The character and values and Ethics-----Basic Honesty And Conformity To Law.-----Conflict of Interest-----service Orientation and procedural Fairness----- The Ethic of Democratic Responsibility-----The Ethic of Public policy Determination----- Influences on Ethical Behaviour----- Ethical \Responses-----Building an Ethical Climate-----History of ethics in business----- Corporate ethics policies-----Corporate social responsibility -----Ethical Corporate Governance-----Environmental Issues ----- pollution-----Ways to Prevent Land Pollution-----Air Pollution-----ways to Prevent Air Pollution-----Water Pollution-----The sources of water pollution----waysto Prevent Water Pollution-----Workplace Ethics-----Marketing Ethics-----Market Research-----

Market Approach to Consumer Protection-----Problems with the assumption of full information----

---Moral duties to consumers under contractual theory----- Due care of the manufacturer's duties to consumers ----Caveat Emptor---Commercial Advertising-----Ethics of finance.

UNIT- II

Professional

Etiquette

Importance of Professional Etiquette-----Basic Professional Etiquette Tips-----
Conversation Etiquettes -----Handshake Etiquettes -----Introduction and
Greeting Etiquettes -----Electronic Communication Etiquettes-----Dining
Etiquettes -----General Etiquettes -----Professional Etiquette in the
workplace-----Involuntary bodily functions-----Acknowledgement of rank
and status-----Corporate Party manners-----Professional Etiquette when
Dining-----General Tips for Professional Etiquette -----The Elevator Shuffle----
Meeting and Greeting

UNIT- III

STRESS MANAGEMENT

Myths About Stress and Time Management-----Personal Productivity vs. Time
Management-----Biggest Time Wasters-----Causes of stress-----Signs and
symptoms of stress overload-----Effects Of Stress-----Learning healthier ways
to manage stress---Dealing with Stressful Situations-----Stress management
strategy -----Adjusting Attitude-----Healthy ways to relax and recharge

UNIT- IV

Team building

Reasons for team building-----Team-building exercises and their purpose----
Communication exercise----Problem-solving/decision-making exercise----
Planning/adaptability exercise-----Trust exercise----Subgroups of team-
building exercises----Models of team behavior-----Organizational development

UNIT- V

General Management

Concepts of Organizing---Work specialization-----Chain of command---
authority-----Delegation-----Accountability

SEMESTER-----IV

UNIT---I

Role of Lawyer

History-----Responsibilities-----Oral argument in the courts----Research and
drafting of court papers-----Advocacy (written and oral) in administrative
hearings---Client intake and counseling ----Legal advice-----Protecting
intellectual property-----Negotiating and drafting contracts-----
Conveyancing-----Prosecution and defense of criminal suspects-----Earning
the right to practice law-----Specialization-----Organization-----Professional
associations and regulation-----Regulating lawyers-----Voluntary associations
of lawyers-----Cultural perception of lawyers-----Lawyer playing different Role---
The role of the lawyer in the civil and common law systems .

UNIT----II

Meeting

-----Selecting Participants-----Developing Agendas-----Opening Meetings-----
Establishing Ground Rules for Meetings-----Time Management----Evaluations
of Meeting Process-----Evaluating the Overall Meeting---Closing Meetings-----
orchestrating the meeting ----other techniques to make meetings more
effective---Meeting Agenda Tutorial---Getting a Meeting Under Way -----
During the Meeting -----Before commencement of Meeting-----Successful
Meeting----- Success for the Organization

UNIT - III

Motivation and Leadership

Reward good behavior----Team to be part of the planning and problem solving
process----Drive-----Informed Acquiescence Vs. Value-
Based Self-Governance-----Counseling----Counseling

Steps----*Hints for counseling session*-----Performance Appraisals----Performance Appraisals

UNIT ---IV

Transactional analysis

Philosophy----History-----Development----core models and concepts are part of TA -----Transactions and Strokes----Kinds of transactions-----Redefining and Discounting-----Injunctions and Drivers-----Biological feeling of nausea.

UNIT ---V

WRITING REPORTS

Introduction:----- Method to Write Reports----- Writing Better Reports----- Report Writing Workshop-project Progress Reports-----Field Worker's Routine Report-----The essentials of good/effective report writing are as follows-----Report Writing Format----- Tips for good writing----- Academic Writing-----*Informal writing*----*Formal writing*: