SOFT SKILLS - SYLLABUS

(ALL UG COURSES)

CHOICE BASED CREDIT SYSTEM SYLLABUS
(2018-19 ONWARDS)

H.H. THE RAJAH'S COLLEGE (AUTONOMOUS)
Re-Accredited at B+ by NAAC
(Affiliated to the Bharathidasan University, Tiruchirappalli)
PUDUKKOTTAI – 622 001

PROGRAMME OUTCOMES (Pos)

After completion of M.Phil programme, the students will be able to:

PO1: Anlyse and understand the importance of verbal and non verbal communication

PO2: Connect and work with others to achieve a set task

PO3: Develop self-motivation, raised aspirations and belief in one's own abilities

PO4: Attend group discussion / meetings / interviews and prepare & deliver

Presentations

PO5: seek jobs in the field of Computer and Insurance sector

PO6: demonstrate bonding with peers by respecting the opinions and beliefs of others

PO7: Focus on the opportunities available in BPO and Hotel Industries

SOFT SKILLS - SYLLABUS (3 COMMON PAPERS)

SOFT SKILLS PAPER I   Sub Code : 18USBE1

Course Objectives :

i)   To inculcate positive attitude among the learners
ii)   To introduce goal setting to the learners
iii)   To instill effective communicative skills in the learners
iv)   To enrich the vocabulary of the learners
v)   To teach how to write resume

Course Outcomes :

On the successful completion of the course, students will be able to

CO1 : develop   positive attitude

CO2 : Know how to set goals

CO3 : develop   effective communicative skills

CO4 : enrich their vocabulary

CO5 : Learn to write resume

Unit - I

POSITIVE A TTITUDE :   attitude --- features of attitudes ---formation of attitudes—psychological factors --- change of attitudes –ways of changing attitude in a person – the power of positive attitude ---the benefits of positive attitude --- developing positive attitude --- obstacles in developing positive attitude -- negative attitude --- the causes of negative attitude ---the consequences of negative attitude ---how to change negative attitude

Unit - II

GOAL SETTING—introduction –importance of goal setting – goal definition --- types of goals ---what exactly goal setting --- why people don't set goals ---how to choose the right goals –SMART GOALS ---Career goals ---benefits of career goal setting ---- goal setting tips

UNIT III

COMMUNICATION SKILLS – communication process –types of communication --- barriers to effective communication --- listening skills --- importance of tone of voice --- voice clarity ---verbal expressiveness –tips to develop communication skills --- government initiatives – job roles

UNIT IV

VOCABULARY ENRICHMENT -- definition and importance – word formation : prefixes and suffixes --- compound words ---- compound nouns – compound adjectives ---synonyms and antonyms ---homonyms – homophones --- idioms and phrases ----one word substitutes --- confused words –tips for vocabulary enrichment -- oral presentation : techniques and tasks ---self –introduction--- talking about objects --- description of person --- welcome speech --- vote of thanks ---

UNIT V

RESUME WRITING: Definition --- Resume development ---how does a resume work for you –information that appears on most resumes --- resume writing tips – online resumes --- guidelines for submitting resumes on the web ---computer friendly resume tips

Mapping with Programme Outcomes

PAPER I	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1	6	9	9	6	3	6	9
CO2	6	9	9	6	3	6	9
CO3	6	9	9	6	3	6	9
C04	6	9	9	6	3	6	9
CO5	6	9	9	6	3	6	9

Level of correlation: 9 – High; 6 – Medium; 3 – Low; and 0- no correlation.

SOFT SKILLS- PAPER - II   Sub Code : 18USBE2

Course Objectives :

i)   To make the learners to write various types of letters
ii)   To equip the learners for Group Discussion
iii) To prepare the learners to attend interviews
iv)   To make the students to learn effective Time Management
v)   To expose the learners to various kinds of leadership

Course Outcomes:

On the successful completion of the course, students will be able to

CO1 : write various types of letters

CO2 : confident enough to join Group Discussion

CO3 : well-equipped to attend interviews

CO4 : know the value of time and managing it

CO5 : know various kinds of leadership

UNIT – I :

Letters --- formal -informal – business letters - letters to the Editor

UNIT II :

Group Discussion --- Types of GD – discussion Vs debate – personality traits – advantages of GD --- Dos and Don'ts

UNIT –III:

Selection Interview – Introduction --- interview-meaning --- interview structure --- interview panel – types of interview ---questions looked for in interviews --- preparation before interview -----Body language –dos and don'ts ---standard interview questions ---your answer to questions

UNIT IV :

Time Management – importance of time ---importance of time management –the Pareto 80 : 20 Principle and Time Management – the time management matrix --- its utilization ---procrastination : causes and effects --- how to overcome procrastination --- effective time management --- tools for effective time management

UNIT V :

Leadership --- need for leadership –definition of leadership --- essence of leadership – functions of effective leaders ---differences between leadership and management --- positive and negative leaders ---different leadership styles ---David McClelland's classification of leadership – choice of correct leadership style ---emerging perspectives on leadership in organizations

Mapping with Programme Outcomes

PAPERII	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1	6	9	9	6	3	6	9
CO2	9	9	9	9	9	9	9
CO3	9	9	9	9	9	9	9
C04	6	9	9	6	3	6	9
CO5	6	9	9	6	3	6	9

Level of correlation: 9 – High; 6 – Medium; 3 – Low; and 0- no correlation.

SOFTSKILLS - PAPER - III   Sub Code : 18USBE1

Course Objectives :

   i)   To expose the learners to the basics of Computers
   ii)   To make the students to learn everything about Retail Sector
   iii)   To make the learners aware of the features of BFSI Sector
   iv)   To make the learners aware of the   potential of Insurance Sector
   v)   To expose the learners to the fields of BPO and Hotel Industry

Course Outcomes:

On the successful completion of the course, students will be able to

CO1 : learn the basics of Computers

CO2 : learn everything about Retail Sector

CO3 : be aware of the features of BFSI Sector

CO4 : aware of the   potential of Insurance Sector

CO5 : develop knowledge on the fields of BPO and Hotel Industry

UNIT I

 Knowing computer --characteristics of a computer – limitations of a computer –components of hardware---- basics of operating systems ---definition – functions of operating systems – categories of operating systems --- windows features --- start up, shut down ----- opening and closing an application --- manipulating windows --- saving – printing – deleting files –start menu

Unit – II

RETAIL SECTOR – introduction –market size --   investment scenario – advantage india --- government initiatives --- types of stores --- types of Merchandising -- Store operations – store appearance – store security – make it difficult for retail theft to happen --- inventory and stock management --- store organization --- importance of store organization

UNIT – III

BFSI SECTOR – banking sector -- market size – investments --- what is banking? --- types of banks ---- functions of Bank --- types of bank accounts – E-banking (electronic banking)--- government initiatives ---Financial Services --- Market size – Investments --- Government Initiatives

UNIT IV

INSURANCE SECTOR ----market size ---- investments – advantage India --- Policy measures --- opportunities --- government initiatives – advantages and uniqueness of India's Life Insurance Sector—Job roles -----ITES SECTOR --- introduction – IT services sector ---BPO Services sector --- market size – investments --- skill requirements in the IT and ITES industry--- major trends impacting skill requirements

UNIT – V

Business Process Outsourcing (BPO) ---- advantages of BPO --- disadvantages of BPO ---- classification of BPO HOSPITALITY SECTOR : introduction --- tourism – Indian market --- market size --- investments --- government initiatives --- types of tourism --- opportunities ---- benefits of career – road ahead – Theme parks – facts on Indian amusement park industry --- structure and development of amusement park sector --- tourism – amusement parks ---recreation industry ---amusement parks ---HOTEL INDUSTRY – categorization of hotels --- latest developments --- cruise lines --- India's cruise potential --- time for domestic cruising – cruise lines in India ---- Job Roles

Mapping with Programme Outcomes

PAPER III	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1	6	9	9	6	3	6	9
CO2	6	9	9	6	3	6	9
CO3	6	9	9	6	3	6	9
C04	6	9	9	6	3	6	9
CO5	6	9	9	6	3	6	9

Level of correlation: 9 – High; 6 – Medium; 3 – Low; and 0- no correlation.