

Source :Savitribai Phule Pune University

www.unipune.ac.in/syllabi\_PDF/revised\_2014/mgmt/Managment\_Skill\_Development\_Syllabus\_14-7-14.pdf

Syllabus for Soft Skills (2 CREDIT COURSE – 30 hours)

The syllabi should consist of practical and the theoretical aspects as well. For every component there shall be the practical and theoretical contents as well.

Objectives:

1. To make students well versed with at the business communication skills.

S.No.	PRACTICAL	THEORY	Duration in hours
1	<b>Development of Proficiency in English :</b> <ul style="list-style-type: none"> <li>Practice on Oral and spoken communication skill &amp; testing – voice &amp; accent, voice clarity, voice modulation &amp; intonation , word stress etc.</li> <li>Feedback and questioning Technique</li> <li>Objectiveness in Argument</li> <li>Development etiquettes and manners</li> <li>Study of different pictorial expression of non-verbal communication and its analysis</li> </ul>	<b>Concepts of effective communication:</b> <ul style="list-style-type: none"> <li>Components of effective communication</li> <li>Communication process and handling them</li> <li>KISS (Keep it short and sweet) in communication – Composing effective messages.</li> <li>Non – Verbal Communication : its importance and nuances : Facial Expression , Posture , Gesture , Eye contact, appearance (dress code ).</li> </ul>	9
2	<b>Written Communication Skill Practice for:</b> <ul style="list-style-type: none"> <li>Correction of errors</li> <li>Making of Sentences</li> <li>Paragraph Writing</li> <li>Leave Application and simple letter writing</li> </ul>	<b>Grammatical use:</b> <ul style="list-style-type: none"> <li>Punctuation</li> <li>Meaning &amp; opposites</li> <li>Real Life conversations</li> <li>Vocabulary building</li> </ul> Understanding the Audience, Need analysis through pre presentation feedback form	6
3	<b>Presentation Skill practice</b> <ul style="list-style-type: none"> <li>Preparing in presentation</li> <li>Delivery of presentation</li> </ul>	<b>Concept of 4 method for presentation6</b> <ul style="list-style-type: none"> <li>Preparation &amp; introduction</li> <li>Presentation</li> <li>Evaluation / feedback</li> <li>Summarization / Conclusion</li> </ul> Team Building games, Together Everyone Achieves Miracle (TEAM) , issues when there is no team work, Leadership emerging through team, How to identify team players	6
4	<b>Team Building / Coordination Skills</b> <ul style="list-style-type: none"> <li>Team Building Practices through group exercises , team task / role play</li> <li>Ability to mixing &amp; accommodation</li> <li>Ability to work together</li> </ul>	<b>Concept of</b> <ul style="list-style-type: none"> <li>Group</li> <li>Group Dynamics</li> <li>Team building</li> </ul>	4
5	<b>Telecommunication Skills</b>	<b>Electronic Communication concept</b>	2



  
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	<ul style="list-style-type: none"> <li>• Tele – etiquette</li> <li>• Receiving Calls</li> <li>• Transferring calls</li> <li>• Taking Message/ Voice Mails</li> <li>• Making Outgoing Calls</li> <li>• Receiving Fax</li> </ul>	<ul style="list-style-type: none"> <li>• Working principle of Mini exchange and its features and facilities.</li> </ul>	
6	<b>Self Management</b> <ul style="list-style-type: none"> <li>• Self Evaluation</li> <li>• Self Discipline</li> <li>• Self Criticism</li> <li>• Recognition of one's own limits and deficiencies</li> <li>• Independency etc.</li> <li>• Thoughtful &amp; Responsible</li> <li>• Self Awareness</li> </ul>	<b>Self Management</b> <ul style="list-style-type: none"> <li>• Identifying one's strengths and weaknesses</li> <li>• Planning &amp; Goal setting</li> <li>• Managing self – emotions, ego, pride.</li> </ul>	2
7	<b>Team Management Technique</b> Practice by gameplay & other learning methodology for achieving targets and getting of right first time.	<b>Time Management concept</b> <ul style="list-style-type: none"> <li>• Attendance , Discipline &amp; Punctuality</li> <li>• Act in time on commitment</li> <li>• Quality/ Productive Time</li> </ul>	1

References :

1. Soft skills Training – A workbook to develop skills for employment by Fredrick H. Wentz
2. Personality Development and Soft skills , Oxford University Press by Barun K. Mitra
3. The Time Trap : the Classic book on Time Management by R. Alec Mackenzie

**NOTE:** Suggestion is to open a common film club for all the departments, where the movie can be displayed at fixed time and which shall cost minimal charges from the viewers.



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