

## CBEP 2: SOFT SKILLS

Max. Marks:100

External: 70

Internal: 30

Pass: 40 %

Credits: 6

**LEARNING OBJECTIVES:** The course aims to achieve following objectives-

- Understand the concept of effective communication
- Recognize the value of good listening and work on their listening skills
- Introduce one selves and converse on everyday matters
- Able to Interact in groups.

### Section A

**Unit 1- Communication:** Verbal and non-verbal communication, body language, communication processes, communication styles, barriers to effective communication, Formal communication and its aspects.

**Unit 2- Listening Skills:** Hearing versus listening, active and passive listening, guidelines for good listening and its benefits.

**Unit 3- Meeting Etiquette:** Managing a Meeting-Meeting agenda, Minute taking, Duties of the chairperson and secretary; Effective Meeting Strategies - Preparing for the meeting, Conducting the meeting, Evaluating the meeting.

**Unit 4- Speaking Skill:** English Speech sounds (contrast with Hindi sounds), transcription, intonation, emphasis, pauses. Formal and informal communication.

### Section B

**Unit 5- Stress Management:** Meaning, Strategies for preventing and relieving stress.

**Unit 6-Time management:** Meaning; Techniques and styles.

**Unit 7- Oral Activities:** Role plays, describing national/international personalities, objects, and incidents. Extempore, group discussions, interactive sessions on audio and video clips.

**Unit 8- Interview Skills:** Interview Skills: in-depth perspectives, Interviewer and Interviewee, Before, During and After the Interview, Tips for Success.

### **SUGGESTED READINGS:**

- Sethi, j. & P.V, Dhamija. A course in Phonetics & Spoken English. New Delhi. PHI Publishing.
- Jones, Daniel. Cambridge English Pronouncing Dictionary. London: Cambridge University Press, 2006.
- Rizvi, Ashraf, M. Effective Technical Communication. New Delhi: Tata McGraw Hill.
- Dhanavel, S.P. English and Soft Skills. Hyderabad: Orient BlackSwan, 2021.
- Koneru, Aruna. Professional Communication. Delhi: McGraw, 2008.
- Mahanand, Anand. English for Academic and Professional Skills. Delhi: McGraw, 2013. Print.
- Nancy Mitchell. Etiquette Rules: A Field Guide to Modern Manners. Wellfleet Press, 2015.
- Rani, D Sudha, TVS Reddy, D Ravi, and AS Jyotsna. A Workbook on English Grammar and Composition. Delhi: McGraw, 2016.
- Raghu Palat, Indian Business Etiquette, Jaico Books, 2015.
- Rizvi, M. Ashraf. Effective Technical Communication. Delhi: McGraw, 2018.
- Tengse, Ajay R. Soft Skills: A Textbook for undergraduates, Orient BlackSwan, 2015.