



**Shri Durga Shikshan Sanstha's  
Shivprasad Sadanand Jaiswal College  
(Arts, Commerce & Science)  
Arjuni Morgaon Dist-Gondia**

**Affiliated to Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur  
Reaccredited with B grade by NAAC in the 3<sup>rd</sup> cycle (2.11)**

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**Department of English**  
offers  
**Certificate Course on SOFT SKILLS**

**Course Outcomes**

Students would be able to:


- Understand the significance and essence of a wide range of soft skills by the end of the course.
- Discover how to apply soft skills in a variety of everyday social and professional settings.
- Discover how to use soft skills to improve interpersonal relationships.
- Discover how to use soft skills to increase employability and ensure workplace and career success.

**About the Course:**

This course aims to provide a thorough understanding of fundamental soft skills as well as their practical, social and workplace application. It enables students to communicate effectively and to carry themselves confidently and in harmony with their surroundings. To achieve the best results, they also learn how to identify and overcome barriers in interpersonal relationships as well as how to use oral and written communication, teamwork, leadership, problem-solving, and decision-making skills. This course would be extremely beneficial to students who are seeking employment.

**Salient features:**

- An integrated course with sections catering to both beginners as well as advanced learners.
- An inclusive course that covers all the major aspects of soft skills training.
- Carefully designed sections that offer detailed information as well as practical exercises.
- Teaching methodology is learner-oriented, communicative and task-based.
- Updated with latest involvements from professional and experienced soft skills trainers in the corporate field.

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- Aims at enriching the individual's personality ensuring personal, social, professional productivity and satisfaction.

## SYLLABUS

### UNIT - I

#### Getting Started

1. **Soft Skills:** An Introduction – Definition and Significance of Soft Skills; Process, Importance and Measurement of Soft Skill Development.
2. **Self-Discovery:** Discovering the Self; Setting Goals; Beliefs, Values, Attitude, Virtue.
3. **Positivity and Motivation:** Developing Positive Thinking and Attitude; Driving out Negativity; Meaning and Theories of Motivation; Enhancing Motivation Levels.

### UNIT -2

1. **Interpersonal Communication:** Interpersonal relations; communication models, process and barriers; team communication; developing interpersonal relationship through effective communication; listening skills; essential formal writing skills; corporate communication styles – assertion, persuasion, negotiation.
2. **Public Speaking:** Skills, Methods, Strategies and Essential tips for effective public speaking.
3. **Group Discussion:** Importance, Planning, Elements, Skills assessed; Effectively disagreeing, Initiating, Summarizing and Attaining the Objective.
4. **Non-Verbal Communication:** Importance and Elements; Body Language.
5. **Teamwork and Leadership Skills:** Concept of Teams; Building effective teams; Concept of Leadership and honing Leadership skills.

### UNIT -3

1. **Interview Skills:** Interviewer and Interviewee – in-depth perspectives. Before, During and After the Interview. Tips for Success.
2. **Presentation Skills:** Types, Content, Audience Analysis, Essential Tips – Before, During and After, Overcoming Nervousness.
3. **Etiquette and Manners** – Social and Business.
4. **Time Management** – Concept, Essentials, Tips.
5. **Personality Development** – Meaning, Nature, Features, Stages, Models; Learning Skills; Adaptability Skills.





## UNIT – 4

1. **Decision-Making and Problem-Solving Skills:** Meaning, Types and Models, Group and Ethical Decision-Making, Problems and Dilemmas in application of these skills.
2. **Conflict Management:** Conflict - Definition, Nature, Types and Causes; Methods of Conflict Resolution.
3. **Stress Management:** Stress - Definition, Nature, Types, Symptoms and Causes; Stress Analysis Models and Impact of Stress; Measurement and Management of Stress
4. **Leadership and Assertiveness Skills:** A Good Leader; Leaders and Managers; Leadership Theories; Types of Leaders; Leadership Behavior; Assertiveness Skills.
5. **Emotional Intelligence:** Meaning, History, Features, Components, Intrapersonal and Management Excellence; Strategies to enhance Emotional Intelligence.

### Eligibility

- All the admitted students in BA., B. Com. & B.Sc. can enroll for this course.
- Limited to **30 seats** only in a batch
- Course fee is just 100/-

### Evaluation Procedure

- The course shall have two components of evaluation:
  - a) **Continuous evaluation of 20marks**, comprising of quizzes, assignments, etc.,
  - b) **Final Examination of 80marks**, comprising of-
    - i) **Written Examination:**  
 UNIT I-15 marks  
 UNIT II -15 marks  
 UNIT III-15marks  
 UNIT IV -15marks  
**Total: 60 marks.**
    - ii) **Oral Examination of 20 marks.**
- Final Score for 100 Marks shall be calculated for the continuous evaluation and final examination; and grade shall be as per the grading system below.

### Grades


At the end of the certificate course, a final letter grade will be assigned based on the student's performance. Table 1 shows the letter grades and corresponding grade points.

S.No.	Grade	Grade Points	Absolute Marks
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1	O(Outstanding)	10	90 and above
2	A+(Excellent)	9	80 to89
3	A(Very Good)	8	70 to79
4	B+(Good)	7	60 to69
5	B(Above Average)	6	50 to59
6	C(Average)	5	45 to49
7	P (Pass)	4	40 to44

Sr. No	Syllabus	Duration (Hrs.)	Continuous Internal Evaluation	At the end of the course
1	UNIT I	7.5 Hours	5	60 Marks Theory (15 mark for each unit)  20 Marks on ORAL
2	UNIT II	7.5 Hours	5	
3	UNIT III	7.5 Hours	5	
4	UNIT IV	7.5 Hours	5	
		<b>30 Hours</b>	<b>20</b>	<b>80</b>



  
 28/11/2023  
 Course Co-ordinator  
 Certificate Course in Soft Skills  
 Department of English  
 B.S. Jaiswal College, Arjuni/Mon

  
 PRINCIPAL  
 B.S.J. College, Arjuni/Mon  
 Dist. - Gondia (441701)