



**YASHASWI EDUCATION SOCIETY'S
INTERNATIONAL INSTITUTE OF MANAGEMENT SCIENCES (IIMS),
CHINCHWAD, PUNE
in association with
SAVITRIBAI PHULE PUNE UNIVERSITY**

VALUE ADDED COURSE: COMMUNICATION AND SOFT SKILLS - I

YEAR : 2021-22

**Course Coordinator
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Syllabi for the Value Added Course: Communication and Soft Skills - I

Semester-I

Semester I		Communication and Soft Skills-I
2 Credit	LTP: 2:2:1	

CO#	COGNITIVE ABILITIES	COURSE OUTCOMES
CO1	REMEMBERING	Describe the different components of communication, Channels of communication and barriers to effective communication.
CO2	UNDERSTANDING	Compare various types of Communication
CO3	APPLYING	Discover the tips for Improving Non-Verbal Communication
CO4	ANALYSING	Illustrate the Process Communication
CO5	EVALUATING	Review the techniques of Communication
CO6	CREATING	CREATE and DELIVER effective Communication skills for common business situations

Unit I :

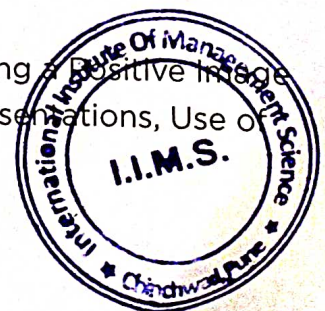
(8 Hours)

- Introduction, Need for Communication, Process of Communication
- Written and Verbal Communication, Visual communication, Signs, Signals and Symbols, Silence as a Mode of Communication
- Inter-cultural, Intra-cultural, Cross-cultural and International communication
- Communications skills, Communication through Questionnaires, Business Letter Writing, Electronic Communication Lectures

Unit II :

(8 Hours)

- Business Cases and Presentations, Letters within the Organizations, Letters from Top Management, Circulars and Memos
- Business Presentations to Customers and other stakeholders, presenting a Positive Image through Verbal and Non-verbal Cues, Preparing and Delivering the Presentations, Use of Audio-visual Aids
- Report Writing Lectures



Unit III :

Barriers to Communication

Improving Communication Skills

-Preparation of Promotional Material

-Non-verbal communication

-Body language

-Postures and gestures

-Value of time

-Organizational body language

- Importance of Listening

Unit-IV:

(8 Hours)

 -Emotional Intelligence

Individual Interaction and skills Basic Interaction Skills -Within family, Society Personal and interpersonal intrapersonal skills Types of skills; conceptual, supervisory, technical, managerial and decision making skills. Problem Solving, Lateral Thinking Self Awareness and Self Esteem Group Influence on Interaction Skills Human relations examples through role - play and cases

Unit-V

(8 Hours)

Leadership Skills Working individually and in a team Leadership skills ,Leadership Lessons through Literature Team work & Team building Interpersonal skills - Conversation, Feedback, Feed forward Interpersonal skills - Delegation, Humor, Trust, Expectations, Values, Status, Compatibility and their role in building team - work Conflict Management - Types of conflicts, how to cope with them Small cases including role - plays will be used as teaching methodology.

