



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

# **VALUE ADDED COURSE: COMMUNICATION AND SOFT SKILLS - II**

**YEAR : 2021-22**

**Course Coordinator**

**DR SACHIN MISAL**

**Trainer**

**MR AMAR GUPTA**

**CERTIFIED SOFT SKILLS TRAINER**

**+91 8208992530**

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

**Semester-III**

<b>Semester III</b>	<b>LTP: 2:2:1</b>	<b>Communication and Soft Skills</b>
<b>2 Credit</b>		

<b>CO#</b>	<b>COGNITIVE ABILITIES</b>	<b>COURSE OUTCOMES</b>
CO1	REMEMBERING	Highlight the different components of Verbal Communication
CO2	UNDERSTANDING	Summarising various types of Verbal Communication
CO3	APPLYING	Examine the role of Verbal Communication in real-life scenario
CO4	ANALYSING	Distinguish between Verbal and Non-Verbal Communication
CO5	EVALUATING	Assessing Effective Writing Skills
CO6	CREATING	Building a sound foundation of Verbal Communication using role plays and simulation games

**UNIT - I Listening Skills**

**(6 hrs)**

Practicing on various question types such as multiple choice, matching, plan/ map/ diagram labelling, form completion, short-answer questions. Listening and note-taking- Listening to telephonic conversations - Listening to modules of different levels, Intermediate and Advanced - Fill up the blanks - listening activity.

**UNIT - II Presentation Skills**

**(6 hrs)**

Types of presentation - Practice -Transfer your nervous energy to enthusiasm - Meet and greet - Use visualization - potency of Presentation

**UNIT - III Problem Solving Skills**

**(6 hrs)**

What is problem solving? - Introduction to Problem Solving - Steps in Problem Solving - How to improve problem solving

**UNIT - IV Conflict Management Skills**

**(6 hrs)**

What is Conflict Management? - What Are Conflict Management Skills? - Why Employers Value Conflict Management Skills? - Types of Conflict Management Skills What is Conflict Resolution? - The fundamentals of conflict resolution - Tips for managing and resolving conflict - Core skills and characteristics of Conflict Resolution Defining Stress - Stress - Managing Stress



**UNIT - VI Ways to build Resilience**

(6 hrs)

Bounce back technique - Resilience and mental health - Ten different ways to Build Your Resilience (6 hrs)

**UNIT - VII Build a positive Attitude**

(6 hrs)

How to train yourself to have an optimistic mindset? - Ways You Can follow to Build a positive attitude Attitudes that are important in workplaces - How to project a positive attitude? - How to develop a positive attitude in the workplace? - Benefits of positive thinking in the workplace

**UNIT - VIII Confrontation Skills**

(6 hrs)

Reasons people have a fear of confrontation - Overcome Your Fear of Confrontation and Conflict

