



**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 : 2022-23**

Course Coordinator  
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Chinchwad, Pune - 411 033

**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 - Causes of Stress - Managing Stress

Dr. Shirish Mane  
  
 Director



YASHASWI

UNIT - VI Ways to build Resilience

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

UNIT - VII Build a positive Attitude

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 (6 hrs)

UNIT - VIII Confrontation Skills

Reasons people have a fear of confrontation - Overcome Your Fear of Confrontation and Conflict (6 hrs)

Dr. Shivaji Mundhe  
Director  
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