

Course No.	Course Name	L-T-P	Credits	Year of Introduction
ADD-SC-02	Soft Skills III-Business Etiquette & Professionalism	0-2-0	3	2019-2020

Course for 3rd year UG and First Year PG

The objective of this course is to enable students understand the importance communication in the corporate life via group discussions and live interviews. Be enabled to write technically adept resumes and cover letters. The course also aims to enable students to combat stress and manage and resolve possible conflicts.

Syllabus

Stress, Conflict management, Resume writing, Group Discussions, Interview skills

Expected Outcome

- Enhancement of the holistic & integral development of students and improvement of their employability skills.
- To develop strategies to manage stress
- To develop methods or perspectives to resolve conflicts
- To have hands-on group discussion and interview exposure in a simulated corporate environment
- To develop adept resume writing skills

References

1. Bovee, Courtland, John Thill and Mukesh Chaturvedi. *Business Communication Today*. Pearson Education, 2009.
2. Monippally, Matthukutty M. *Business Communication Strategies*. Tata McGraw-Hill Publishing Company Ltd. 2001

Syllabus

Unit	Topics	Hours allotted
I	Introduction to Stress Management - Eustress and Distress - Causes of Stress - Impact of Stress -Managing Stress	6
II	Conflict - Goal Conflict - Cognitive Conflict - Intrapersonal and Interpersonal Conflict - Conflict resolution	6
III	Resume vs CV vs Biodata writing - Cover letter writing	6
IV	Group Discussion - Do's and Don'ts - Interview Skills - Giving and taking Interviews	6
V	Hands-on experience of Giving and Taking Interviews	6

