



Prahladrai Dalmia Lions College of Commerce & Economics

Sunder Nagar, S. V. Road, Malad (West), Mumbai – 400064.

ISO 9001:2015 Certified

Certificate Course on Soft skills and Communication in English – Course Code - CSSC202122

Objectives:

1. To acquaint students with Soft Skills
2. To make students understand the processes of improving Emotional Intelligence Quotient
3. To enhance communication skills of students with reference to Job selection Processes – Resume, Interview, Group discussion.

Learning Outcomes :

After the completion of this course students will be able to:

1. Conduct a Self Analysis – SWOC
2. Demonstrate a basic understanding of the need of emotional intelligence
3. Create a short video presentation on self introduction
4. Create a resume and upload it on LinkedIn

Syllabus:

Unit 1 : Emotional Intelligence

Unit 2 : Communication Skills in English

Unit 1 : Emotional Intelligence

Module 1:

Introduction to Emotional Intelligence

Need and Importance of Emotional Intelligence

Competencies of EI

Module 2 :

Self Awareness – Need & Importance

Processes of self awareness – SWOC

Emotional Awareness, Need for Accurate self awareness

Module 3:

Self Management – relationships of self managements and self confidence

Steps of Self Management - Self control , Trustworthiness, Conscientiousness,

Adaptability, Innovativeness, Achievement orientation, Initiative, Optimism

Module 4:

Social Awareness through Empathy

Meaning, Need & Importance of Empathy

Cultivating Empathy

Module 5:

Organisational Awareness - Political Awareness, leveraging Diversity
Gender Sensitivity

Module 6:

Leadership – leadership styles, qualities of good leadership
Conflict management

Module 7:

Time management – Need, benefits, process
10 Techniques of time management - SMART Goals, The Eisenhower Matrix / The Eisenhower box, Kanban Board,
Do Deep Work, and key results, The Pomodoro Technique, OKR - Objectives, SCRUM, BoJo - The bullet journal, Tracking, GTD - Getting things done.

Module 8:

Stress management – Need and Importance , Processes of managing stress

Unit 2 :

Communication Skills in English

Module 1:

Interviews – Need and Importance , Preparing for an Interview, Types of Interviews, Video interview , Group Discussion

Module 2 :

Preparing a Resume using Canva, Preparing a video resume, Importance of LinkedIn and other social media

Module 3:

English Language skills – Pronunciation, Vocabulary and Grammar, Public speaking, Presentation Skills, Business Etiquettes

Module 4:

Learning English as a Lifelong skill – using the internet to enhance English language skills

Teaching learning methodology:

Online sessions via Google Meet, use of Google Classroom, Group discussions, Mock interviews. Tests, Quizzes, Assignments & Project presentations to be used for grading purpose.

Certificate will be given on the basis of following criteria:20:40:40

Attendance: 60 Percent attendance is compulsory – 20 percent marks allotted

Assignments : 1 Best assignment out of 2 will be counted for grading: 40 percent marks allocated

Classroom interaction, Group discussion, Mock Interview & presentation: 40 percent marks allocated.