

UNIVERSITY OF MUMBAI



Syllabus for the

Program: B.Sc. Interdisciplinary Science

**Course : Soft Skills and Personality
Development**

(Credit Based Semester and Grading System with
effect from the academic year 2014–2015)

Course: Soft Skills and Personality Development

Syllabus

**For Credit Based Semester and Grading System
To be implemented form the Academic year 2014-2015**

MODULE I

Course Code	Unit	Topics	Credits	L/Week
USIDSSPD 01	I		3	1
	II			1
	III			1

MODULE II

Course Code	Unit	Topics	Credits	L/Week
USIDSSPD02	I		3	1
	II			1
	III			1

SYLLABUS MODULE I

Course Code	Credits
USIDSSPD01	3 Credits (45 Lectures)
Unit I : - 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	15 Lectures
Unit II : -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	15 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 -Emotional Intelligence	15 Lectures

SYLLABUS MODULE II

Course Code	Credits
USIDSSPD02	3 Credits (45 Lectures)
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	15 Lectures
Leadership Skills Working individually and in a team Leadership skills	15 Lectures

<p>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.</p>	
<p>Negotiation Skills (To be Taught through Role Plays and Cases) Types of Negotiation Negotiation Strategies Selling skills – Selling to customers Selling to Superiors Selling to peer groups, team mates & subordinates Conceptual selling, Strategic selling Selling skills – Body language</p>	<p>15 Lectures</p>