



**ST ALOYSIUS (DEEMED TO BE
UNIVERSITY), Mangalore
575003, INDIA**

SKILL DEVELOPMENT



30

HOURS

Online

Instructor

DR SMITHA DK

B.Com
CERTIFICATE COURSE
SKILL DEVELOPMENT

Objectives:

1. To understand the concept
2. To acquaint students with the practical skills

Pedagogy: classroom lecture, group discussions, group activities, presentation

Unit 1: Communication Skills Training

10 hrs

- Understanding Communication
- Types of Communication
- 7 C's of effective Communication
- Barriers of Communication
- Listening Skills: Types of listening, Skills to active listening
- Negotiating Skills: Understanding what is negotiation, Ways/ Types of negotiation.
Recommended Exercise: Listening Exercise, Activities on Non Verbal Communication, Activities on Negotiating Skills

Unit 2: Time Management and Team Building

8 hrs

- Understanding importance of Time Management
- 80:20 Rule or Pareto Principle
- Tools and Techniques for Effective Time Management
Recommended Activity: Situational/ Role Play
- Understanding what is Team Building
- Essentials of Effective Team
Recommended Exercise: Word Enumerator, Group Activity on team Building

Unit 3: Campus to Corporate

12 hrs

- Presentation Skills: Pre-session, During the session, Post- Session
- Etiquette: Handshake, Interview Etiquette, Mobile and Telephone Etiquette, Dress code, Dining etiquette, Email Etiquette
- Group Discussions: Understanding the nature of Group Discussion, Difference between debate and discussion, way to form, present and defend argument.
- Writing Resume: Types of Resume, How to write a Resume: Do's and Don'ts
Recommended Exercise: Mock interview, Personal Grooming, Mock GD and presentation, writing Resume

Reference Books:

Chaney, L. H., & Martin, J. S. (2007). *The Essential Guide to Business Etiquette*. Praeger Publishers, Westport.

Kamin, M. (2013). *Soft Skills Revolution: a Guide for Connecting with Compassion for Trainers, Teams and Leaders*. Center for Creative Leadership.

Klaus, P. (2008). *The Hard Truth About Soft Skills: Workplace Lessons Smart People Wish They'd Learned Sooner*. Harper Collins.

Parcon, P. (2007). *Develop your team building Skills*. New Delhi: Lotus Press.

Parker, G. M., & Kropp, R. P. (1992). *50 Activities on Team Building*. HRD Press, Amherst.

Roa, M. S. (2010). *Soft Skills: Enhancing Employability*. I. K international Pvt Ltd .