



## ST ALOYSIUS COLLEGE (AUTONOMOUS), MANGALURU

Re-accredited by NAAC with 'A++' Grade with CGPA 3.67/4 (Cycle 4)  
Ranked 80 in College Category - 2023 NIRF, Ministry of Education, Government of India  
Recognised as Centre for Research Capacity Building under UGC-STRIDE Scheme  
Recognised under DBT - BUILDER Scheme, Government of India  
College with "STAR STATUS" Conferred by DBT, Government of India  
Recognised by UGC as "College with Potential for Excellence"

### DEPARTMENT OF BUSINESS ADMINISTRATION

**Offers**

# SOCIAL GRACING

## AN ONLINE CERTIFICATE COURSE

**Course Fee**

**Rs: ₹500**

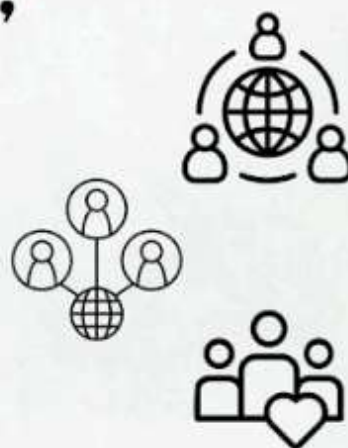
**To register login**

**[www.Sac-elearning.com](http://www.Sac-elearning.com)**

**30 hours**

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REV. DR PRAVEEN MARTIS SJ  
PRINCIPAL

MS CLARET PEREIRA  
DEAN & HOD,  
DEPARTMENT OF BUSINESS ADMINISTRATION

**COURSE NAME : SOCIAL GRACING**

Teaching	Tutorials	Practical	Total
26 hours	02 hours	02 hours	30 hours

**Objective of the paper:**

- Students will use vocabulary related to Social Gracing.
- Students will use evaluate information based on prior experiences and newly-acquired knowledge concerning handshakes, body language and communication.

**Module 1: Social Gracing– 10 hours**

Introduction, Importance of Social Gracing, Examples.

First Impressions- Meaning, Need, positive vocal image , the art of instant rapport. Handshakes – types and examples. Why Self Introductions are important?

Body Language- Types of Body Language, meaning with examples, Clothing Etiquette. Personal Styling for Interviews- Personal style assessment, Identifying your body line, Hair and Personal grooming issues.

Time Management skills: meaning of time management, How to improve time management skills. Effective time management skills.

**Module 2: Communication and cultural diversity 10 hours**

Communication- meaning, types, importance, how to start and gracefully end conversation. Written communication- Thank you note and E- mail etiquette, telephone and cell phone.

Social Networking – meaning, does and don'ts. Cultural Diversity- meaning of adapting to cultural diversity, how cultural diversity can affect office teams, how to deal with cultural diversity, methods of cross- cultural training.

**Module 3: Emotional Intelligence and conflict Management 06 hours**

Emotional intelligence- understanding emotional intelligence , Ability model of emotional intelligence.

Conflict management: conflict- meaning, types, conflict management skills, and how to manage emotional conflict at workplace.