

# 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 from the Academic year 2014-2015**

### **MODULE I**

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

### **MODULE II**

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

## SYLLABUS MODULE I

Course Code	Credits
<b>USIDSSPD01</b>	<b>3 Credits (45 Lectures)</b>
<b>Unit I :</b> - 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	<b>15 Lectures</b>
<b>Unit II :</b> -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	<b>15 Lectures</b>
<b>Unit III :</b> 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	<b>15 Lectures</b>

## SYLLABUS MODULE II

Course Code	Credits
<b>USIDSSPD02</b>	<b>3 Credits (45 Lectures)</b>
<b>Individual Interaction and skills</b> 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	<b>15 Lectures</b>
<b>Leadership Skills</b> Working individually and in a team Leadership skills	<b>15 Lectures</b>

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