

The Kelkar Education Trust's
V. G. Vaze College of Arts, Science and Commerce (Autonomous)

The Kelkar Education Trust's
V G Vaze College of Arts, Science and Commerce (Autonomous)

Mithagar Road, Mulund East, Mumbai 400081

Re-Accredited (4th Cycle) by NAAC with 'A' Grade



Syllabus for F.Y.B.Com./ F.Y.B.Sc.

(Implemented AY 2023-2024)

Program: B.Com./ B.Sc.

Semester I

Course Title: Soft Skills for Effective Personality

Course Code	Paper Title	Credits
VGVOE109	Soft Skills for Effective Personality	04

Syllabus as per **Choice Based Credit System (CBCS)**

Semester	: I
Name of the Programme	: FYBCom/ FYBSc
Course	: Open Elective (OE)
Course Code	: VGVUOE109
Course Title	: Soft Skills for Effective Personality
Course content	: Syllabus enclosed
Reference(s)	: Given in the Syllabus
Credit Structure	:
Number of Credits per Semester	: 04
Number of Lectures per unit	: 15
Number of Lectures per week	: 04
Number of Tutorials per week	:
Scheme of Examination	: Semester End Examination (60 marks), Internal Assessment (40 marks)
Special Notes, if any	: NA
Eligibility, if any	: As laid down in the College Admission Brochure/ Website
Fee Structure	: As per College Fee Structure specifications
Special Ordinances / Resolutions, if any	: No

The Kelkar Education Trust's
V. G. Vaze College of Arts, Science and Commerce (Autonomous)

Programme: FYBCom/ FYBSc Course Title: Soft Skills for Effective Personality

Semester: I Course: Open Elective Course Code: VGVUOE109

Teaching Scheme (Hrs/week)				Continuous Internal Assessment (40 marks)					SEE (60 marks)	Total
L	T	P	C	CIA-1	CIA-2	CIA-3	CIA-4	Lab/ Tut.	Written	
4		-		15	15	10	-	-	60	100
Duration of Semester End Examination: 2 hours										

Prerequisites: Basic competence in English

Basic interest in written and spoken communication

Course Objectives:
1. To create awareness about the significance of soft skills in professional and inter-personal communications
2. To help learners understand various positive personality traits
3. To understand various non-verbal forms of communication
4. To facilitate holistic development
5. To enhance confidence

Course Outcome: On successfully completing the course, the learners will be able to:
1. understand, analyse and exhibit an accurate sense of the affective self
2. gain competence in effective non-verbal communication techniques
3. develop an understanding of various personality traits exhibited by people
4. build one's own personality effectively
5. present themselves confidently in both professional and personal situations

Course Content:			
Unit No.	Module No.	Content	Lectures
1	I	Communication Skills	15

The Kelkar Education Trust's
V. G. Vaze College of Arts, Science and Commerce (Autonomous)

		ICT-enabled communication Verbal and Non-verbal communication Barriers to Communication	
2	I	Soft Skills and Personality Traits Types of soft skills – assertiveness, critical thinking, decision making, positive attitude	15
3	I	Soft Skills for Success Negotiation skills– conflict resolution Etiquette – netiquette/ social Emotional Quotient: Strategies and Techniques	15
4	I	Presentation Skills Elements of an effective presentation Use of PPT Public Speaking	15
Total number of lectures			60

Beyond the Syllabus

Other activities: SWOT Analysis, presentations, group discussions, use of e-learning, extempore, simulations, etc.

Teaching Methodology

Lectures, Flipped Classroom, Presentations, ICT, Case Studies, Demonstrations, Role play, Workshops, Guest Lectures

Internal Assessment (Semester I)		
----------------------------------	--	--

Sr. No.	Particulars	Marks
1.	Class Test	15
2.	Project/ Assignment	15
3.	Class Participation and Presentation	10
Total Marks		40

The Kelkar Education Trust's
V. G. Vaze College of Arts, Science and Commerce (Autonomous)

Semester End Examination – Question Paper Pattern (Semester I)		Duration: 2 hours
Q. No.	Question Type	Marks
1.	Essay (1/3) (Unit 1)	15
2.	Essay (1/3) (Unit 2)	15
3.	Essay (1/3) (Unit 3)	15
4.	Speech writing (1/3) (Unit 4)	15
Total Marks		60

Recommended Resources
Textbooks:
<i>Communication Skills In English</i> – Reliable Publications
Reference Books:
Adler, R.B., Rosenfeld, L.B. and Proctor, R.F. <i>Interplay: The Process of Interpersonal Communication</i> . 10th ed. Oxford University Press, 2007.
Adler, Ronald B. and Rodman, George Rodman R. <i>Understanding Human Communication</i> . 8th ed. Oxford University Press, 2003.
Agee, W.K., R.H. Ault and E. Emery, eds <i>Introduction to Mass Communication</i> . Harper and Row, Publishers, 1979.
Ahuja, B.N. and S.S. Chopra. <i>Communication</i> . Surjeet Publications, 1989
Albrecht, T.L. and M.B. Adelman, eds, 1987a, <i>Communicating Social Support</i> . Sage, 1987.
Allport, G.W., <i>Personality: A Psychological Interpretation</i> . Holt, 1937.
Argyle, Michael. <i>Bodily Communication</i> . 2nd ed. Routledge, 1988.
Argyle, Michael. <i>The Psychology of Interpersonal Behaviour</i> . 5th ed. Penguin, 1994.
Bagozzi, Richard P., Gurhan-Canli, Zeynep and Priester, Joseph R. <i>The Social Psychology of Consumer Behaviour</i> . Open University Press, 2002.
Baron, R.A., Branscombe, N.R. and Byrne, D.E. <i>Social Psychology</i> . 12th ed.: Pearson/Allyn and Bacon, 2009.
Beebe, Steven A., Beebe, Susan J. and Redmond, Mark V. <i>Interpersonal Communication: Relating to Others</i> . 4th ed. Pearson/Allyn and Bacon, 2005.

- Bettinghaus, Erwin Paul and Cody, Michael J. *Persuasive Communication*. 5th ed. Harcourt Brace College Publishers, 1994.
- Crigler, Ann N. *The Psychology of Political Communication*. University of Michigan Press, 1996.
- Dunn, Dana, Halonen, Jane S. and Smith, Randolph A. *Teaching Critical Thinking in Psychology: A Handbook of Best Practices*. Wiley-Blackwell, 2008.
- Ekman, Paul. *Emotions Revealed: Understanding Faces and Feelings*. Phoenix, 2004.
- Feist, Jess and Feist, Gregory J. *Theories of Personality*. 7th ed. McGraw-Hill Higher Education, 2009.
- Freeman, Sarah: *Written Communication*. Orient Longman, 1977.
- Gackenbach, Jayne. *Psychology and the Internet: Intrapersonal, Interpersonal, and Transpersonal Implications*. 2nd ed. Academic Press, 2007.
- Glendinning, Eric H. and Beverley Holmstrom. Second edition. *Study Reading: A Course in Reading Skills for Academic Purposes*. CUP, 2004
- Hargie, Owen and Dickson, David (2004) *Skilled Interpersonal Communication: Research, Theory, and Practice*. Routledge, 2004.
- Harris, Richard Jackson. *A Cognitive Psychology of Mass Communication*. 4th ed. L. Erlbaum Associates, 2004.
- Hartley, Peter. *Interpersonal Communication*. Routledge, 1999.
- Krippendorff, Klaus and Bermejo, Fernando. *On Communicating*. Routledge, 2009.
- Maslow, Abraham H. and Frager, Robert. *Motivation and Personality*. 3rd ed. Harper and Row, 1987.
- McLean, Scott. *The Basics of Interpersonal Communication*. Pearson, 2005.
- Meyer, Joyce. *Managing Your Emotions: Instead of Your Emotions Managing You!* Warner Books, 2002.
- Mohan Krishna & Banerji, Meera: *Developing Communication Skills*. New Delhi: Macmillan India, 1990.
- Mohan Krishna & Singh, N. P. *Speaking English Effectively*. Macmillan India, 1995.
- Ryckman, Richard M. *Theories of Personality*. Thomson Wadsworth, 2008.
- Stiff, James B. and Mongeau, Paul A. *Persuasive Communication*. Guilford Press, 2003.
- Wilmot, William W. and Hocker, Joyce L. *Interpersonal Conflict*. McGraw-Hill, 2007.

E-resources:
https://egyankosh.ac.in/bitstream/123456789/77160/1/Unit-3.pdf
https://www.sirc-icai.org/images/cabf/Soft%20Skills%20&%20Personality%20Development.pdf
https://www.researchgate.net/profile/Vijay-More-5/publication/310613314_Soft_Skills_Personality_Development/links/5833e20b08aef19cb81cbb75/Soft-Skills-Personality-Development.pdf

Syllabus prepared by	
Convenor	Ms. Radhika Gangadhar Assistant Professor, Dept. of English, V G Vaze College of Arts Science and Commerce (Autonomous), Mulund, Mumbai
Members	Dr. Dinesh Kumar Professor and Head, Dept. of English, V G Vaze College of Arts Science and Commerce (Autonomous), Mulund, Mumbai
	Ms. Madhu Bala Assistant Professor, Dept. of English, V G Vaze College of Arts Science and Commerce (Autonomous), Mulund, Mumbai
	Ms. Sreelekshmi Assistant Professor, Dept. of English, V G Vaze College of Arts Science and Commerce (Autonomous), Mulund, Mumbai

The Kelkar Education Trust's
V. G. Vaze College of Arts, Science and Commerce (Autonomous)

The Kelkar Education Trust's
V G Vaze College of Arts, Science and Commerce (Autonomous)

Mithagar Road, Mulund East, Mumbai 400081

Re-Accredited (4th Cycle) by NAAC with 'A' Grade



Syllabus for F.Y.B.Com./ F.Y.B.Sc.

(Implemented AY 2023-2024)

Program: B.Com./ B.Sc.

Semester II

Course Title: Soft Skills for Employability

Course Code	Paper Title	Credits
VGVOE210	Soft Skills for Employability	04

Syllabus as per **Choice Based Credit System (CBCS)**

Semester	: II
Name of the Programme	: FYBCom/ FYBSc
Course	: Open Elective (OE)
Course Code	: VGVUOE210
Course Title	: Soft Skills for Employability
Course content	: Syllabus enclosed
Reference(s)	: Given in the Syllabus
Credit Structure	:
Number of Credits per Semester	: 04
Number of Lectures per unit	: 15
Number of Lectures per week	: 04
Number of Tutorials per week	:
Scheme of Examination	: Semester End Examination (60 marks), Internal Assessment (40 marks)
Special Notes, if any	: NA
Eligibility, if any	: As laid down in the College Admission Brochure/ Website
Fee Structure	: As per College Fee Structure specifications
Special Ordinances / Resolutions, if any	: No

The Kelkar Education Trust's
V. G. Vaze College of Arts, Science and Commerce (Autonomous)

Programme: FYBCom/ FYBSc Course Title: Soft Skills for Employability

Semester: II Course: Open Elective Course Code: VGVUOE210

Teaching Scheme (Hrs/week)				Continuous Internal Assessment (40 marks)					SEE (60 marks)	Total
L	T	P	C	CIA-1	CIA-2	CIA-3	CIA-4	Lab/ Tut.	Written	
4		-		15	15	10	-	-	60	100
Duration of Semester End Examination: 2 hours										

Prerequisites: Basic competence in English
Basic interest in written and spoken communication

Course Objectives:
1. To understand group communication techniques
2. To develop and improve formal writing skills for official correspondences
3. To learn soft skills for effective output at the workplace
4. To develop and conform to workplace etiquettes
5. To equip with strategies and techniques to successfully face an interview

Course Outcome: On successfully completing the course, the learners will be able to:
1. apply techniques of group communication for effective outcomes
2. develop and improve formal writing skills for official correspondence
3. effectively employ soft skills at the workplace
4. implement and follow workplace etiquettes
5. face interviews efficiently

Course Content:			
Unit No.	Module No.	Content	Lectures
1	I	Interpersonal Communication Interviews – concept, need and importance of interviews, types of interviewers, types of interviews, the interview process	15
2	I	Group Communication Meetings – definition, importance, types of meetings, role of chairperson and participants in a meeting, notice and agenda making, resolutions Group Discussion: Techniques and Skills required	15
3	I	Soft Skills and the Workplace Types of soft skills – teamwork, work ethic, organisational skills, multi-tasking, leadership skills Etiquette – telephonic/ corporate	15
4	I	Formal Writing Skills Job Application Letter (with Resume) Job Acceptance Letter Job Resignation Letter Request for Recommendation Letter	15
Total number of lectures			60

Beyond the Syllabus

Other activities: Role play, presentations, formal letter writing

Teaching Methodology

Lectures, Flipped Classroom, Presentations, ICT, Case Studies, Demonstrations, Role play, Workshops, Guest Lectures

The Kelkar Education Trust's
V. G. Vaze College of Arts, Science and Commerce (Autonomous)

Internal Assessment (Semester II)		
Sr. No.	Particulars	Marks
1.	Class Test	15
2.	Project/ Assignment	15
3.	Class Participation and Presentation	10
Total Marks		40

Semester End Examination – Question Paper Pattern (Semester II)		Duration: 2 hours
Q. No.	Question Type	Marks
1.	Essay (1/3) (Unit 1)	15
2.	Essay (1/3) (Unit 2)	15
3.	Essay (1/3) (Unit 3)	15
4.	Letter Writing (2/4) (Unit 4)	15
Total Marks		60

Recommended Resources
Textbooks:
<i>Soft Skills: Enhancing Employability</i> by M.S. Rao
Reference Books:
Anderson, Lydia E. <i>Professionalism: Skills for Workplace Success</i> . Pearson Education/ Prentice Hall, 2011.
Ashley, A. <i>A Handbook of Commercial Correspondence</i> , Oxford University Press, 1992.
Aswalhapa, K. <i>Organisational Behaviour</i> , Himalaya Publication, 1991.
Balan, K.R. and Rayudum C.S. <i>Effective Communication</i> , Beacon, 1996.
Barkar, Alan. <i>Making Meetings Work</i> , Sterling Publications Pvt. Ltd, 1993.
Basu, C.R. <i>Business Organisation and Management</i> , T.M.H. 1998.
Benjamin, James. <i>Business and Professional Communication Concepts and Practices</i> , HarperCollins College Publishers, 1993.
Black, Sam. <i>Practical Public Relations</i> , E.L.B.S., 1972.
Cottrell, Stella. <i>Skills for Success: The Personal Development Planning Handbook</i> . Macmillan, 2003.
French, Astrid. <i>Interpersonal Skills</i> . Sterling Publishers, 1993.
Garlside, L.E. <i>Modern Business Correspondence</i> , McDonald and Evans Ltd, 1980.
Ghanekar, A. <i>Communication Skills for Effective Management</i> . Everest Publishing House, 1996.

Graves, Harold F. *Report Writing*, Prentice Hall, 1965.

Hind, David W. G., and Stuart Moss. *Employability Skills*. Business Education Publishers Ltd, 2005.

Kaul, Asha. *Business Communication*, Prentice-Hall, 2013.

Lesikar, Raymond V and Petit, John D. *Business Communication: Theory and Application*, Richard D. Irwin Inc, 1994.

Martin, Rob. *Employability Skills Explored*. Learning and Skills Network, 2008.

Merrihue, William. *Managing by Communication*, McGraw Hill, 1960.

Monippalli, M.M. *The Craft of Business Letter Writing*, T.M.H, 1997.

Montagu, A and Matson, Floyd. *The Human Connection*, McGraw Hill, 1979.

Phillip, Louis V. *Organisational Communication – The Effective Management*, Columbus Grid Inc., 1975.

Stephenson, James. *Principles and Practice of Commercial Correspondence*. Pilman and Sons Ltd. 1988.

Trought, Frances. *Brilliant Employability Skills: How to Stand Out From the Crowd in the Graduate Job Market*. : Prentice Hall, 2011.

E-resources:

<https://www.researchgate.net/publication/275769263> The New Soft Skills for Employability

<https://www.ijcspub.org/papers/IJCSP22D1034.pdf>

Interview tips | Prospects.ac.uk. http://www.prospects.ac.uk/interview_tips.htm

<https://www.arcjournals.org/pdfs/ijmsr/v5-i11/3.pdf>

http://psydilab.univer.kharkov.ua/resources/ucheba/softskills/Chapter_1_Introduction.PDF

Syllabus prepared by

Convenor	Ms. Radhika Gangadhar Assistant Professor, Dept. of English, V G Vaze College of Arts Science and Commerce (Autonomous), Mulund, Mumbai
Members	Dr. Dinesh Kumar Professor and Head, Dept. of English, V G Vaze College of Arts Science and Commerce (Autonomous), Mulund, Mumbai
	Ms. Madhu Bala Assistant Professor, Dept. of English, V G Vaze College of Arts Science and Commerce (Autonomous), Mulund, Mumbai
	Ms. Sreelekshmi Assistant Professor, Dept. of English, V G Vaze College of Arts Science and Commerce (Autonomous), Mulund, Mumbai