

**JSS College of Arts, Commerce and Science  
PG Department of English**

**SOFT SKILLS  
MA in English - Second Semester  
Certificate / Add-on Course**

**Course Coordinator: Dr Syed Hajira Begum & Dr Shobha  
Contact Number: 9535803738, 9866582665**

**Duration: Three months  
Number of Hours: 30  
Date of Commencement: Jan 2, 2019**

**Course Outcomes**

By the end of the course, the students will:

- CO1: Develop soft skills
- CO2: Cultivate critical thinking and problem-solving abilities
- CO3: Nurture leadership and organizational skills through interactive group tasks
- CO4: Learn to collaborate within diverse teams
- CO5: acquire ability to function proficiently in varied professional settings

**Unit 1: Soft Skills & Communication Skills**

Introduction, meaning, significance of soft skills –definition, significance, types of communication skills -Intrapersonal & Inter-personal skills -Verbal and Non-verbal Communication

**Unit 2: Critical Thinking**

Active Listening –Observation –Curiosity –Introspection –Analytical Thinking –Open-mindedness –Creative Thinking

**Unit 3: Problem Solving & Decision Making**

Meaning & features of Problem Solving –Managing Conflict –Conflict resolution –Methods of decision making –Effective decision making in teams –Methods & Styles

**Unit 4: Emotional Intelligence & Stress Management**

Managing Emotions –Thinking before Reacting –Empathy for Others –Self-awareness –Self-Regulation –Stress factors –Controlling Stress –Tips

**Unit 5: Leadership Skills**

Team-Building –Decision-Making –Accountability –Planning –Public Speaking –Motivation –Risk-Taking -Team Building -Time Management

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**Assessment Procedures**

Assignments  
Seminars  
Peer Evaluation

**Text Books**

1. Personality Development and Soft Skills (English, Paperback, Mitra Barun K.) Publisher: Oxford University Press.
2. Personality Development and Soft Skills: Preparing for Tomorrow, Dr Shikha Kapoor Publisher: I K International Publishing House.

**Soft skills Reference Books**

1. Soft skills: personality development for life success by Prashant Sharma, BPB publications 2018.
2. Soft Skills by Alex K. Published by S Chand
3. Soft Skills: An Integrated Approach to Maximise Personality Gajendra Singh Chauhan, Sangeetha Sharma Published by Wiley.
4. Communication Skills and Soft Skills (Hardcover, A. Sharma) Publisher: Yoking books
5. SOFT SKILLS for a BIG IMPACT (English, Paperback, Renu Shorey) Publisher: Notion Press
6. Life Skills Paperback English Dr. Rajiv Kumar Jain, Dr. Usha Jain Publisher: Vayu Education of India