Year 2019-20	
1	Team Skills in Social Work
2	Competency Development

Syllabus :
Team Skills in Social Work - 33 hours

Objectives
The objectives are to help learners:
1. Understand the significance of team skills and know how to acquire them.
2. Design, develop, and adapt to situations as individuals and as team members.

Expected Outcomes:
The learners or candidates will be able to:
1. Use common technology messaging tools that are used in enterprises for the flow of information and transition from command and control to informal communication during an online and/or offline team session.
2. Actively use and operate online team communication tools such as: Webinar, Skype, Zoom, Google hangout.
3. Appreciate and demonstrate team skills.
4. Participate in a digital lifestyle conversant with computers, applications, Internet and the nuances of cyber security.
5. Empathise with and trust colleagues for improving interpersonal relations.
6. Engage in effective communication by respecting diversity and embracing good listening skills.
7. Distinguish the guiding principles for communication in a diverse, smaller, internal world,
8. Practise interpersonal skills for better relations with seniors, juniors, peers, and stakeholders.
9. Project a good personal image and social etiquette so as to have a positive impact on building a chosen career.
10. Generate, share, and maximise new ideas with the concept of brainstorming and the documentation of key critical ideas/thoughts articulated and action points to be implemented with timelines in a team discussion (as MOM) in identified applicable templates.

Syllabus:

Chapter 1: Cognitive and Non-cognitive Skills 12 Hours

- Cognitive Skills: Meaning, Types of Cognitive Skills, Strategies to Develop Cognitive Skills

i. Critical Thinking Skills ii. Problem-solving skill iii. Ability to Learn

- Non-cognitive Skills: Meaning and Types of Non-cognitive Skills, Strategies to Develop   Non-cognitive Skills

i. Empathy ii. Creativity iii. Teamwork iv. Collaboration v. Resilience vi. Interpersonal Skills vii. Perseverance viii. Social Control ix. Social Skill

Chapter 2: Presentation Skills 8 Hours

- Types of Presentations
- Internal and External Presentation
- Knowing the Purpose
- Knowing the Audience
- Opening and Closing a Presentation
- Using Presentation Tools
- Handling Questions
- Presentation to Heterogeneous Group
- Ways to Improve Presentation Skills Over Time Module

Chapter 3: Trust and Collaboration 4 Hours

- Explain the Importance of Trust in Creating a Collaborative Team
- Agree to Disagree and Disagree to Agree – Spirit of Teamwork
- Understanding Fear of Being Judged and Strategies to Overcome Fear Module

Chapter 4: Listening as a Team Skill 4 Hours

- Advantages of Effective Listening
- Listening as a Team Member and Team Leader. Use of active listening strategies to encourage sharing of ideas (full and undivided attention, no interruptions, no prethink, use empathy, listen to tone and voice modulation, recapitulate points.).

Chapter 5: Brainstorming 2 Hour

- Brainstorming as a Technique to Promote Idea Generation
    1. a. Brainstorming: Meaning and the Process
    2. b. Procedure for Conducting Brainstorming
    3. c. Importance of Using Brainstorming Technique
    4. d. Types of Brainstorming
- Learning and Showcasing the Principles of Documentation of Team Session Outcomes. Module

Chapter 6: Social and Cultural Etiquette 2 Hours

- Need for Etiquette (impression, image, earn respect, appreciation)
- Aspects of Social and Cultural/Corporate Etiquette in Promoting Teamwork
- Importance of Time, Place, Propriety and Adaptability to Diverse Cultures

Chapter 7: Internal Communication 1 Hour

- Use of Various Channels: for Transmitting Information including Digital and Physical, to Team Members.

Methodology:

Besides face-to-face lectures (as theory would be limited only to 20 per cent of the component and the remaining 80 per cent would be practical oriented), the focus would be primarily on blended learning and or hybrid learning. This could include a flipped classroom approach that leverages project-based learning, demonstration, group discussion, simulation as well as coaching, seminars and tutorials.

Reference Materials:

Audio-video materials, online platform (SWAYAM), future skills platform

Assessment Criteria:

Written evaluation, demonstration, assignments: Some components aligned to NOS (SSC/N9005) IT-ITeS. The questions posed to the students would be a mix of MCQs, Scenario-based, logical reasoning, comprehension, and simulations. Do check the assessment at a website (example: http://nac.nasscom.in/)

Bibliography and suggested reading including audio-video material:

Check IT-ITeS Sector Skills Council readiness program namely Global Business Foundation Skills (GBFS) on the website (https://www.sscnasscom.com/ssc-projects/capacity-building-and-development/training/gbfs/)

Syllabus :
Competency Development - 30 hours

Objectives:
1. Understanding Competencies: Provide participants with a clear understanding of competencies and their importance in personal and professional development.
2. Identification of Key Competencies: Help participants identify and assess the key competencies relevant to their roles, industries, and career aspirations.
3. Skill Gap Analysis: Enable participants to conduct a thorough analysis of their existing skills and competencies and identify areas for improvement or development.
4. Goal Setting: Assist participants in setting clear and achievable competency development goals aligned with their personal and professional objectives.
5. Competency Development Planning: Guide participants in creating personalised competency development plans outlining specific actions, resources, and timelines for skill enhancement.
6. Learning Strategies: Introduce participants to various learning strategies and techniques, including formal training, self-directed learning, mentoring, and peer learning.

Course Outcomes:
1. Enhanced Self-Awareness: Participants will have a better understanding of their strengths, weaknesses, and areas for development, leading to improved self-awareness.
2. Identification of Development Needs: Participants will identify specific competency areas requiring development and prioritise them based on their personal and professional goals.
3. Clear Development Goals: Participants will set clear and measurable competency development goals, aligned with their aspirations and organisational requirements.
4. Effective Development Plans: Participants will create comprehensive competency development plans outlining specific actions, timelines, and resources for skill enhancement.
5. Improved Learning Strategies: Participants will adopt effective learning strategies and techniques to acquire and enhance competencies, resulting in more efficient skill development.

SYLLABUS:
 Module 1 : Job Applications, Resume Building, Written Tests, Interview, Group Discussion - 10 hours
 Module 2 : Leadership Skills, Team Building, Time Management - 10 hours
 Module 3 : Communication Skills, Relationship Skills, Public Speech - 10 hours

Reference:
a. Jain T.S. & Gupta, 'Interviews and Group Discussions How to Face Them' Upkar Prakashan
b. Sijwalii B.S. (2012), 'Winning Interviews for Top Jobs', Arihant International

c. Setch Fiona (2014), 'The Art of Interview Skills', Bookboon.com
d. Tracy Brian, 'Leadership', Manjul Publishing House Pvt Ltd
e. 'Public Speaking and Presenting', Harvard Business Review Press
f. Gray Jim, 'How Leaders Speak', Rupa & Co
g. Adams Jeff, '7 Essential Skills of Leardership' Continuous Leadership
h. Dixit Sudhir, (2018), 'Time Management' Arushi Tandon Co Amit Tandon
i. Bhatnagar Nitin, 'Effective Communication and Soft Skills', Pearson Education India
j. Simon Peter, (2020), 'Communication Skills', Ramesh Publishing House

ASSESSMENT CRITERIA

Marks	Grade	Remarks
90 and Above	A+	Outstanding
80-89	A	Excellent
70-79	B	Very good
60-69	C	Good
50-59	D	Satisfactory
40-49	E	Pass/Adequate
Below 40	F	Failure