

Course Title	SOFT SKILLS						
Course Code	1BSST110/1BSST210						
Course Category	AEC (NCMC)						
Teaching - Learning Scheme & Credit	L	T	P	S	Total	Total Teaching Hours	Credit
	1	0	0	0	1	14+0+0+16=30	PP/NP
CIE Marks: 50	Assignment marks: 25		Group Activity marks: 25			Total Max. Marks: 100	
Course Learning Objectives: Students will:							
CLO1	Develop interpersonal and emotional competencies for personal and professional effectiveness.						
CLO2	Enhance communication, active listening, empathy, and emotional intelligence skills.						
CLO3	Develop stress management, goal-setting, and time-management skills.						
CLO4	Promote adaptability, creativity, and effective conflict resolution .						
CLO5	Foster teamwork, collaboration, critical thinking, and professional habits for personal growth and organizational success.						

SYLLABUS	No. of Hours	BTLs
UNIT 1	3	L1
Social Skills Soft skills vs Hard skills: Development of soft skills (communication, teamwork, leadership) and hard skills (technical and professional competencies) for employability and career growth. Self-Awareness: Identifying personal strengths, weaknesses, opportunities, and challenges (SWOC analysis). Etiquette and Manners: Importance of etiquette, personal grooming, professional behavior, social and workplace manners, communication etiquette, dining etiquette, digital etiquette, and respect for diversity.		
SELF-STUDY COMPONENTS		4 hours
SWOC Journal: Maintain a weekly self-reflection journal identifying personal strengths, weaknesses, opportunities, and challenges, with strategies for improvement.		
UNIT 2	3	L1
Emotional Skills I Introduction to IQ and EQ: cognitive abilities, emotional intelligence, and their application in daily life and the workplace. Stress and Time Management: Strategies for managing stress and utilizing time effectively to enhance personal effectiveness, productivity, and work-life balance. Stress Management: Identifying stress triggers, relaxation techniques, work-life balance strategies, and mindfulness practices. Time Management: Prioritization (Eisenhower Matrix), setting SMART goals, avoiding procrastination, and effective scheduling. Adaptability & Resilience: Handling change, bouncing back from setbacks, and developing a growth mindset.		
SELF-STUDY COMPONENTS:		3 hours
Case study on real-life examples of leaders demonstrating emotional intelligence; Reflection journal on personal stress triggers and coping strategies.		

UNIT 3	3	L1
Emotional Skills II Ambition & Goal Setting: Defining personal and professional aspirations, creating SMART goals, and aligning actions with long-term vision. Sympathy & Empathy: Understanding emotional perspectives, differentiating between the two, and applying them in workplace and social interactions. Creativity & Innovation: Generating original ideas, problem-solving, and applying creative thinking techniques (mind mapping, SCAMPER).		
SELF-STUDY COMPONENTS:		3 hours
Reading case studies of successful innovators and leaders who applied empathy and creativity in their professional journeys; Writing a personal goal-setting action plan aligned with SMART goals.		
UNIT 4	3	L1
Professional Skills I Problem Solving: Identifying root causes, analyzing options, and implementing solutions using methods like 5 Whys and Fishbone Diagram. Discipline: Building consistency, accountability, and professional habits. Time Management: Prioritizing tasks (Eisenhower Matrix), scheduling, and avoiding procrastination.		
SELF-STUDY COMPONENTS:		3 hours
Case study analysis of workplace problem-solving scenarios; preparing a weekly time management plan and reflecting on its effectiveness.		
UNIT 5	2	L1
Professional Skills II Collaboration & Teamwork: Working effectively in diverse teams, fostering trust, and achieving shared goals. Negotiation & Conflict Resolution: Strategies to resolve differences and reach win-win outcomes. Critical Thinking: Analyzing, evaluating, and synthesizing information to make well-reasoned decisions.		
SELF-STUDY COMPONENTS:		3 hours
Case study analysis on teamwork and leadership in real-world projects; reading articles on successful conflict resolution strategies; practicing critical thinking through puzzles, problem scenarios, and reflective journals.		

TEXT BOOKS:	
1	Barun K. Mitra – <i>Personality Development and Soft Skills</i> , Oxford University Press.
2	D. K. Sharma – <i>Soft Skills: An Integrated Approach to Maximise Personality</i> , Wiley India.

REFERENCE BOOKS:	
1	John Seely – <i>The Oxford Guide to Writing and Speaking</i> , Oxford University Press.
2	Lesikar, Flatley & Rentz – <i>Business Communication: Making Connections in a Digital World</i> , McGraw-Hill.
E-LEARNING RESOURCES:	
1	NPTEL – Soft Skills and Personality Development – Video lectures and learning resources on communication, interpersonal skills, leadership, teamwork, time management, and personality development. NPTEL
2	SWAYAM – Soft Skills and Professional Development – Online courses covering communication skills, emotional intelligence, teamwork, leadership, and workplace skills. SWAYAM

Assessment Details - CIE	
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Continuous Internal Evaluation (CIE): The CIE comprises three components: **Theory (MCQs) (50 Marks), Assignment (25 Marks), and Group Activity (25 Marks)**, carrying 100 marks. Students must obtain a **minimum of 40 marks (40%) in the aggregate of all three CIE components** to pass the course.

The Self-Study Component shall not be included in the Continuous Internal Evaluation (CIE).

CONTINUOUS INTERNAL EVALUATION (CIE)		Max. Marks	Minimum Marks to be scored in CIE, to qualify to take SEE (40% individually)
Theory	Weightage of CIE1 and CIE2 Tests or CIE3	50	-
	Assignment	25	-
	Group Activity	25	-
TOTAL		100	40

Course Outcomes: After the completion of the course, the student will be able to:

CO1	Demonstrate effective communication, persuasion, and active listening in social and professional contexts.
CO2	Apply emotional intelligence, stress management, adaptability, and resilience to handle personal and professional challenges.
CO3	Set personal and professional goals, practice empathy, and foster creativity and innovation.
CO4	Work collaboratively in teams, resolve conflicts, and demonstrate negotiation and critical thinking skills.
CO5	Apply professional discipline, time management, and accountability to achieve workplace efficiency and growth.

Mapping of CO's, PO's with PSO's
Strength of correlation: Strongly related 3, Moderately related 2, Weakly related 1, Not related 0

Strength of correlation: Strongly related-3, Moderately related-2, Weakly related-1, Not related-0

CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO1	1	1				2		2	3	3	1	3	2	2
CO2	1	1				2		2	2	3	2	2	3	2
CO3	1	2	1			2		2	2	3	2	2	3	3
CO4	1	3	2	1	1	2		2	2	2	2	2	3	2
CO5	1	3	2	1	1	2		3	3	3	2	3	3	3

Mapping of CO's with Knowledge and Attitude Profile (WK)
Strength of correlation: Strongly related 2, Moderately related 2, Weakly related 1, Not related 0

Strength of correlation: Strongly related-3, Moderately related-2, Weakly related-1, Not related-0

[illegible]

Mapping of CO's with Sustainable Development Goals (SDG)																	
Strength of correlation: Strongly related-3, Moderately related-2, Weakly related-1, Not related-0																	
CO/SDG	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
CO1			1	3	2			2		2						2	1
CO2			2	3	1			3		2						2	1
CO3			1	3	1			3		2						2	1
CO4			1	3	1			3		2						2	1
CO5			1	3	2			3		2						3	2

Course Coordinator:

Prathiba D S
Assistant Professor,
Humanities & Social
Sciences

Heads of the Programme:

Geetha H
Assistant Professor,
Humanities & Social Sciences

Head of the School:

Dr. Jambunath S Baligar,
Professor
School of Applied Sciences and Humanities