

COURSE TITLE: HUMAN SKILLS

Semester: I

Course Code: 12BB11C3

Objective: *The objective of the course is to develop different human skills among students, enhance quality behavior and to increase Emotional Quotient by learning values.*

Course Curriculum:

Unit I: Basics of Human Skills: Introduction to Human skills, Types of human skills – Reading, Writing, Listening, Speaking; Basic abilities – Muscular, sensor, mental, social and conceptual; Use of basic abilities in organizational life; Understanding Self and Others: Understanding self and others through Johari Window, Journey of self discovery, Analysis of strengths and weaknesses, Goal settings to overcome weaknesses; Learning - Concepts, Principles of learning, learning through reinforcement, learning through feedbacks, learning by observations, learning through experience.

Unit II: Human Attitudes, Values and Personality: Attitudes - concept, components of attitudes. The attitude formation process. Values - Importance of values, sources of values, five universal values (Truth, Righteous conducts, Peace, Love, Non-violence) & sub values. Personality – Meaning- Aspects of personality, Development of personality: Erikson's eight life stages, Jung's Personality Theory, Traits influencing organizational behavior. Locus of control.

Unit III: Communication Skills: Presentation skills- Importance of presentation skills, capturing data, voice & picture integration, guidelines to make presentation interesting, body language, voice modulation, audience awareness, presentation plan, visual aids, forms of layout, styles of presentation. Oral communication: giving speeches and oral presentation, preparing to speak, developing formal speech, extempore speech.

Unit IV: Group Discussion & Interview Preparation: Group discussion & presentation: definition, process, guidelines, helpful expressions, evaluation; Interview preparation: types of interview, preparing for the interviews, attending the interview, interview process, employers expectations, general etiquette, dressing sense, postures & gestures.

Unit V: New Skills in Management: Creative style – Emotional Intelligence – Leadership skills, work style- sales competencies, sports mental skills, conflict management, stress management, team role skills, critical thinking skills, computing skills. Interpersonal skills - meaning, methods used to develop interpersonal skills - Role playing, Behavior modeling, Sensitivity training, Transactions analysis – structural insight.

Recommended Text Book(s):

1. Stephen P. Robbins, Timothy A. Judge, *Organizational Behavior*, Prentice Hall; 13th edition, 2012.
2. E.H. McGrath., *Basic Managerial Skills for All*, Prentice Hall of India Ltd, 9th Ed., 2006.

Reference Books:

1. Edwin Flippo, *Personnel Management*, McGraw Hill International Editions, 1984.
2. Aamodt. M.G., *Applied Industrial Organizational Psychology*, (4th ed.) Thomson Learning, 2004.