

SYLLABUS

UNDER
SKILL DEVELOPMENT CENTRE

CERTIFICATE COURSE
IN
SOFT SKILL DEVELOPMENT
(Spoken English and Personality
Development)

DURATION- 6 MONTHS

Effective from the Academic Session 2022

SIDHO-KANHO-BIRSHA UNIVERSITY
PURULIA, WEST BENGAL

Summary:

The Collins English Dictionary defines the term "soft skills" as "desirable qualities for certain forms of employment that do not depend on acquired knowledge: they include common sense, the ability to deal with people, and a positive flexible attitude." Soft skills are personality traits like social graces, communication abilities, language skills, time management, teamwork and leadership traits that help us navigate our everyday world and are indispensable to a successful career. These skills equip people to become flexible and adaptable in a constantly changing world. In the present employment scenario, being fluent in English and having basic computer skills is considered to be an important criterion for jobs whether in private or government sectors. In today's age of globalization, acquiring these soft skills has become an absolute necessity. From official works, business transactions to active participation in social media, all require a basic knowledge of communication and computer applications. With this growing demand for Soft Skills in mind, Sidho-Kanho-Birsha University, Purulia, has started a Certificate Course in Soft Skills Development (Spoken English and Personality Development). In a district like Purulia, where, according to the 2011 Census of India, 87.3 % of the population live in rural areas, the need for a Certificate Course in Soft Skills Development is immense. Being able to speak in English and an overall personality development will not only open employment opportunities for the youth of this district but also instil confidence in them. The course that is specially designed, keeping in mind the needs of the region, will go a long way in helping the young students of Purulia.

Objectives:

Students will benefit from this course along the following axis:

1. **Employment:** Having a Certificate in Soft Skills will increase the chance of getting hired in the following sectors at the local and the global levels:
 - Corporate sector that includes BPOs, KPOs, MNCs, Sales and Marketing
 - For a career as translators and interpreters
 - The tourism and hospitality management sectors
 - Journalism and media sectors
2. **Higher Education:** Speaking English and knowing basic computer skills, allows students to apply for higher education in national and international institutions, where they will be able to share their ideas with students of diverse cultures and communities.
3. **Effective Communication:** The course will try to help the students acquire better communication skills and computer skills so that they are able to navigate the complex globalized world.

4. **Time Management and Leadership Skills:** In today's competitive world, time management and leadership skills will help the youth to have an edge over other people, both in their work fields and other areas of life.
5. **Overall Personality Development:** Personality development of the youth by helping them acquiring the ability to effectively communicate in English and navigate smoothly in this complex ever-changing digital world.
6. **Empowering the Youth, Empowering the Community:** The empowerment of the rural community of the Purulia district can happen successfully only through the empowerment of the youth. They are the ones who can uplift the community. Empowering them will inevitably lead to the upliftment of the community as a whole.

Learning Outcomes:

1. **Communication** – Students will be demonstrating clear briefing and listening skills, not being afraid to ask for help and support when necessary, developing effective communication skills (spoken and written)
2. **Problem Solving Skills** - Students will be able to identify and define problems and through the use of skills of analysis and critical evaluation plan an appropriate course of action and devise solutions. They will also be able to make judgments concerning different possible solutions.
3. **Improve Inter-Personal Relations**– They will learn time and resource management, conflict resolution, teaching and mentoring others, mastering inter-personal skills, team management skills, and leadership skills.
4. **Digital Literacy** – The student will be able to use the computer for basic purposes of preparing his personnel/business letters, viewing information on Internet, sending mails, using internet banking services etc.
5. **Confidence and enthusiasm for learning** – The Students will develop self-motivation, raised aspirations and belief in one's own abilities, defining and committing to achieving one's goal.

Course Structure:

Duration of Course: The Certificate Course will be conducted over **one** semester.

Exam: There will be a final exam at the end of the semester for 5 papers of 50 marks (4credits) on each paper.

Total Marks: $50 \times 5 = 250$

Total Credits: $4 \times 5 = 20$

Semester	Paper Code	Paper Title	Theory/ Practical	Credit	Marks (Main Exam + IA)
I	SCSSDT 101	Introduction to Soft Skills and Communication	Theory	4	40+10= 50
	SCSSDT 102	Written Communication Skills	Theory	4	40+10= 50
	SCSSDT103	Introduction to Computer Fundamentals	Theory	4	40+10= 50
	SCSSDP104	Spoken Communication and Employability Skills	Practical	4	50
	SCSSDP105	Computer Applications	Practical	4	50

Detailed Syllabus:

Paper SCSSDT101: Introduction to Soft Skills and Communication (Theory)

1. Soft Skills: An Introduction – Definition and Significance of Soft Skills; Kinds of Soft Skills, Importance of Soft Skill Development.
2. Effective Communication – Definition and Significance, Components of effective Communication, Barriers to Communication –Int & Ext Barriers: Intrinsic Motivation, Perception, Language, Fear, Power of Speech etc.
3. Teamwork and Leadership Skills- Concept of Teams; Building effective teams; Concept of Leadership and honing Leadership skills.
4. Time Management- Concept, Essentials.

Paper SCSSDT102: Written Communication Skills (Theory)

1. Grammar and Vocabulary building
2. Summary / Paraphrasing/ Precis
3. Paragraph/ Essay Writing
4. Leave Application/ Personal letter writing/ Official letter writing/ CV
5. Comprehension/ Writing Minutes for Meetings/ Office Memo

Paper SCSSDT103: Introduction to Computer Fundamentals (Theory)

1. Basics of Computer- Definitions, Basic Concepts, Systems, Devices, Functions, Uses of Computer
2. Operating Systems: Basics of Operating Systems, Basics of popular operating system (WINDOWS)
3. Networking: Definition, Functions, Devices, Systems
4. Safe Internet Practices- Internet safety practices and risks associated with the Internet, identify ethical and legal issues related to Internet content

Paper SCSSDP104: Spoken Communication and Employability Skills (Practical)

1. Spoken Communication Skills- voice and accent, voice clarity, voice modulation & intonation, word stress, etc., Real Life conversations/ Telephonic conversations
2. Interview Skills- Interviewer and Interviewee, before, during and after the Interview.
3. Group Discussion- Effectively disagreeing, Initiating, Summarizing and Attaining the Objective.
4. Presentation Skills- Structuring a Presentation, Presentation tools, Visual aids

Paper SCSSDP105: Basic Computer Applications (Practical)

1. Use of MS Word - application features and functions i.e. new, open, save, bold, italics, print, font and size, copy, paste, margins, alignment
2. Use of Excel - spreadsheet features and functions i.e. new, open, save, print, font and size, copy, paste, basic calculations, columns, rows, cells, worksheet, workbook
3. Use of Power Point - application features and functions i.e. new, open, save, bold, italics, print, font and size, copy, paste, margins, alignment, presentation, animation,

slide show etc.

4. Internet Functions -Web browsers and Search Engines function, using Email

Suggested Readings:

1. *Communication Skills and Soft Skills: An Integrated Approach*, by E. Suresh Kumar, P. Sreehari and J. Savithri, Pearson, 2011.
2. *Effective Communication and Soft Skills: Strategies for Success*, by Nitin Bhatnagar and Mamta Bhatnagar, Pearson, 2012.
3. *A Practical Guide to Soft Skills: Communication, Psychology, And Ethics for Your Professional Life*, by Richard Almonte, Routledge, 2022.
4. *Mass Communication in India*, by Keval J. Kumar, Jaico Publishing House.
5. *English Grammar in Use*, Fifth Edition, by Raymond Murphy, Cambridge University Press, 2019.
6. *Fluent English: Perfect Natural Speech, Sharpen Your Grammar, Master Idiomatic Expressions, Speak Fluently*, by Barbara Raifsnider, Living Language, 2005.
7. *Computer Fundamentals: Concepts, Systems & Applications*, by Priti Sinha, Pradeep K. Sinha, BPB Publications, 2004.
8. *Computer Fundamentals*, by RS Salaria, Khanna Publishing House, 2017.