

# SOFT SKILL DEVELOPMENT

## MULTI FACULTY

**PRE-REQUISITES :** Basic knowledge in communication and a good understanding of English

**INTENDED AUDIENCE :** For anyone keen to improve her soft skills, Elective Course, Open course (UG and PG), No restrictions, ideally after class XII

**INDUSTRIES APPLICABLE TO :** All industries where soft skills are important will recognize the relevance of this course.

### **COURSE OUTLINE :**

While hard skills teach us what to do, soft skills tell us how to apply our hard skills in a social environment. The focus of the course is to develop a wide variety of soft skills starting from communication, to working in different environments, developing emotional sensitivity, learning creative and critical decision making, developing awareness of how to work with and negotiate with people and to resolve stress and conflict in ourselves and others. The uniqueness of the course lies in how a wide range of relevant issues are raised, relevant skills discussed and tips for integration provided in order to make us effective in workplace and social environments. The key areas addressed are conversation skills, group skills, persuasion skills, presentation skills, critical and creative thinking, emotional skills, positive thinking and vocational skills.

### **ABOUT INSTRUCTOR :**

Prof. Priyadarshi Patnaik is a Professor of English and Communication in the Department of Humanities & Social Sciences, IIT Kharagpur. He is also the Secretary, Nehru Museum of Science and Technology, IIT Kharagpur, and Rector's Nominee, Technology Students Gymkhana, IIT Kharagpur. His areas of research include Visual communication, Music and emotion, Communication and culture, Media communication, Translation, and Digital humanities. He has authored and edited more than 14 volumes of text, reference, and creative work. He has a number of research papers, translations, poems, short stories, illustrations and photographs in many national and international journals. He is currently one of the Co-PIs involved with a number of cultural and heritage projects under the MHRD Mega-Project, SandHI.

Prof. Vijay Nath Giri is a Professor and Head in the Department of Humanities & Social Sciences, IIT Kharagpur. He has been teaching subjects related to Communication Studies. He has received many awards including DAAD-Fellowship, Germany. He has published a book, a number of book chapters, and more than fifty research papers in referred journals. He has supervised eight students for Ph.D. degree. He was on the editorial board of 'Communication Theory' published by International Communication Association, USA and member editorial board 'Encyclopaedia of Communication Theory' published by Sage, USA. His current research interests include organizational, interpersonal and intercultural communication, communication styles, and conflict management.

Prof. Damodar Suar is a Professor in the Department of Humanities and Social Sciences, IIT Kharagpur and in the Vinod Gupta School of Management, IIT Kharagpur. He was the Head in the Department of Humanities & Social Sciences from 2007-2010. Currently, he is the President of National Academy of Psychology India and the Editor of the journal Psychological Studies (Springer). He teaches Research methodology, Organisational behavior, and Psychology. His research focuses on leadership, laterality, cognition, values, post-disaster trauma, disaster preparedness, and pro-environmental behavior. He has authored over 125 scientific/professional articles including book chapters. He has authored a book on Psychological aspects of polarisation phenomenon and co-edited three books. He has produced 25 Ph.D. students, handled more than 30 research/consultancy projects, and co-ordinated 20 training programmes.

### **COURSE PLAN :**

**Week 1:** Communication skills 1: The basics

- i. Understanding the communicative environment-I
- ii. Understanding the communicative environment-II
- iii. What to listen for and why
- iv. When to speak and how
- v. Starting and sustaining a conversation

**Week 2:** Communication skills 2 : Presentation and interaction

- i. What to present and how – I
- ii. What to present and how – II
- iii. Multimedia presentation: Understanding the basics
- iv. Communication styles
- v. Speaking in groups

**Week 3:** Communication skills 3: Visual, nonverbal and aural communication

- i. The world of visual culture
- ii. Visual perception
- iii. The aural: Its relevance and impact
- iv. The body and the way it communicates
- v. The face, its expressions and what it says

**Week 4:** Interpersonal communication 1: Individuals, groups and cultures

- i. Building Relationships
- ii. Understanding Group Dynamics- I
- iii. Understanding Group Dynamics- II
- iv. Groups, Conflicts and their Resolution
- v. Social Network, Media and Extending Our Identities

**Week 5:** Interpersonal communication 2: Emotional and social skills

**Week 6:** Developing key traits 1: Creativity, critical thinking and problem solving

**Week 7:** Developing key traits 2: Motivation, persuasion, negotiation and leadership

- i. Motivating oneself
- ii. The art of persuasion-I
- iii. The art of persuasion-II
- iv. From persuasion to negotiation
- v. Leadership and motivating others

**Week 8:** Essential and vocational skills: survival strategies

- i. Managing time
- ii. Managing stress
- iii. Resilience
- iv. Work-life balance
- v. Applying soft-skills to workplace