







CERTIFICATION PROGRAMME

On

Interpersonal Skills

From 07th October 2022 to 25th November 2022

Convener: Mr. Abhay N Tripathi, Associate Professor

For BCA Ist Semester

Resource Person

Ms. Poonam Singh

Assistant Professor, MIET





Syllabus INTERPERSONAL SKILLS

Duration: 30 hours

Module: 1

Interpersonal Process: - Process, Nature, and Importance of communication skills. Perception, Attitude, and Personality Types.

Module: 2

Types of Interpersonal Skills: - Communication skills, Leadership Skills, Teamwork Skills, Conflict Resolution Skills, Emotional Intelligence Skills.

Module: 3

Rules of Conduct communication on the Internet: - Effective E-mail Communication, Telephone Etiquette, and Body language in group discussion and Interview.

Module: 4

Develop Communication Skills:- Conducting Meetings, writing Minutes, Sending Memos and Notices.

Reference Books:

1. Training in Interpersonal skills by Stephen P. Robbins and Philip L. Hunsaker.

PEARSON Publication.

2. Interpersonal Skills by Henry Gond.

3. Skills for Interpersonal Communication by Sunita Sharma.



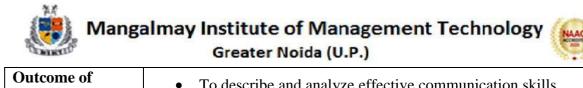


	Schedu		
	Duration: 3	0 hours	
Session	Content	Time	Date
1.	Introduction of Interpersonal Skills, Nature and Importance on Interpersonal Skills	03:00 - 05:00	07-10-2022
2.	Perception, Attitudes, and Personality types	03:00 - 05:00	13-10-2022
3.	Types of Interpersonal Skills: Communication Skills, Leadership Skills	03:00 - 05:00	14-10-2022
4.	Teamwork Skills, Conflict Resolution Skills, and Emotional intelligence Skills	03:00 - 05:00	20-10-2022
5.	Rules of Conduct communication on the Internet, How to send effective email	03:00 - 05:00	21-10-2022
6.	Telephone Etiquette; Use Proper language, Immediate introduce yourself, Speak clearly, Ask before putting someone on hold or transferring a call.	03:00 - 05:00	27-10-2022
	Body language in group discussion: Gesture with your hands, gesture with your head, with your face.	03:00 - 05:00	28-11-2022
8.	Types of body language: Eye contact, Face, Posture, hand gesture, Personal space, Body contact.	03:00 - 05:00	03-11-2022
9.	Interview: Prepare answers in advance, Understand the role and company values, Demonstration your skills, be positive	03:00 - 05:00	04-11-2022
10.	Develop Communication Skills:- How to Conducting Meetings	03:00 - 05:00	10-11-2022
11.	How to writing Minutes: Location, attendance, Agenda items.	03:00 - 05:00	11-11-2022
12.	Sending Memos: How to write Memos, items included in Memos, Types of memos	03:00 - 05:00	17-11-2022
13.	How to write memos with pictures and sending memos.	03:00 - 05:00	18-11-2022
14.	Write Notices, How to send notices	03:00 - 05:00	24-11-2022
	Describe legal notices with examples	03:00 - 05:00	25-11-2022





	Report
Name of Activity	Interpersonal Skills
Date	07 th October 2022 to 25 th November 2022
Venue	BCA Classroom
Organized by	Computer Application Department
Resource Person	Ms. Poonam Singh, Assistant Professor, MIET
Beneficiary	BCA II Semester (44 students)
Coordinator	Mr. Abhay N Tripathi, Associate Professor, MIMT
Objective	• To understand the significance of interpersonal Skills in building a relationship
	• To develop methods for handling conflict.
	• To build trust and harmony.
	• To understand effective communication techniques.
Content	With the initiative of IQAC, Mangalmay Institute of Management and Technology organized an add-on certification course on "Interpersonal Skills".
	Day1: First introduced the introduction of interpersonal Skills, nature and Importance on Interpersonal Skills
	Day 2: In this session, student understand the Perception, Attitudes, and Personality types
	.Day 3: In this session, the resource person describe the two types of Interpersonal Skills: Communication Skills, Leadership Skills.
	.Day 4: This session was focused on another three types of interpersonal skills: Teamwork Skills, Conflict Resolution Skills, and Emotional intelligence Skills.
	Day 5: This session, Student knew the rules of Conduct communication on the Internet & How to send effective email.
	.Day 6: Introduction to Telephone Etiquette; Use Proper language, Immediate introduce yourself, Speak clearly, Ask before putting someone on hold or transferring a call.
	Day 7: The session started with the introduction of Body language in group discussion: Gesture with your hands, gesture with your head, with your face .Day 8: Resource person discussed about the Types of body language: Eye contact, Face, Posture, hand gesture, Personal space, Body contact. Day9: This session student knew about preparation of Interview: Prepare answers in advance, Understand the role and company values,
	Demonstration your skills, be positive. .Day 10: In this session, the resource person discussed the how to Develop Communication Skills & How to Conducting Meetings.
	Day 11: In this session, Student knew about the Writing Minutes including Location, attendance, Agenda items.
	Day 12: The session started with how to write memos and sending Memos, items included in Memos & Types of Memos.
	.Day 13: In this session, types of machine learning was taught. Day 14:In this session, the resource person delivered the learning rules to write Memo with pictures
	Day 15: This session started with Description of legal notices with examples



Outcome of Activity	• To describe and analyze effective communication skills.	
Activity	• To examine Personal communication styles, values, and beliefs of interpersonal skills.	
	• To enhance personal and professional relationships with open and honest	
	communication and resolve conflict	
	• To utilize interpersonal skills for situational bases.	



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Resource Person Profile

Name	: Ms. Poonam Singh, Assistant Professor
Org	: MIET, Greater Noida
Research Area	: Business Communication and organizational behavior
Core Skills	: Soft skill training, personality development
Qualification	: M.A., UGC NET, Ph.D (P)
Experience	: 7 years



Figure 1 Ms. Poonam Singh explained her views during her session



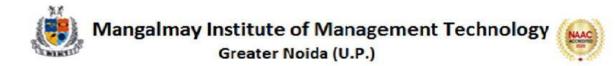
Figure 2 Ms. Poonam Singh during her session



from 07-October-2022 to 25-November-2022

PRINCIPAL Mangalmay Institute of Management & Technology

CONVENER Mangalmay Institute of Management Technology





Cou	irse: B	ADD-ON	COURSE QUI ne: Interpersona	
Roll	l No:	Name: A	VANTIKA	Year/Sem: 1/1
				Invigilator's Sign:
	ote: A Iarkin		Each question wi	ill carry a '1' mark and there is no 'Negative .
1)	Li	stening is a		
	a.	Natural habit	b.	Physiological process that occurs
	c.	Reflex.	d.	a complex process that involves steps
2)		order to understand verbal and uld we do?	d nonverbal com	munication which of the following things
	a	Accept cultural differences	b.	Studying your own culture
	c	Learn about other cultures	√ d.	All of the above
3)	Lea	dership roles first emerge in v	which of the foll	owing kinds of communication?
	a	interpersonal communication	on b .	Small group communication
	c	Face-to-face public communication	d	Media-like cell phones and instant messenger
4)	And	other name for interpersonal c	communication i	s:?
	a	mass communication	b	face to face public communication
	V.	dyadic communication	d	virtual reality
5)	Noi	se is:		
	a	Internal(Psychological,	b	External(Loud voices at a restaurant)
	vć	Physiological) All of the above	d	None of the above
6)	Res	ponding occurs in two phases		
	a	Receiving responses and sendin responses	ng b	Responses one makes and responses one's listener makes
	v. ^{c.}	Responses one makes while the speaker is talking and responses one makes after the speaker has stopped talking		All of the above
7)	One	e of the most important comm	nunication skills	s?
	a	Empathic listening	b	inactive listening
	C,	objective listening	2ª	active listening

.

8)	A te	echnique that might be used by an a	ctive liste	ener is to:
	a.)	Xpress concern.	b.)	Offer a point of view often when in conversation.
	ŗ√e.)	Paraphrase the speaker's meaning	d.)	Explain the speaker's meaning
9)	Nor	verbal messages are:		
	a.)	Overestimated in importance.	b.)	Attempts at manipulation should be ignored
10)	~ <i>e</i> .)	Important for listeners to understand. dback is a listener's	d.)	generally irrelevant to the overall message's meaning
10)		verbal or nonverbal responses	b.)	
	va.)	to a message	0.)	acceptance of a message.
	c .)	aversion to a message	d .)	verbal critique of your message
11)	An	example of a communication chan	nel is	
	√a.)	face-to-face conversation	b.)	Context
	c.)	Face-to-face conversation	d.)	Feedback
12)	Whic	h of the three components are part	of the hu	man communication process?
	a.)	Noise, feedback, jargon	b.)	Feedback, message, critiquing
	<u>, ́с.)</u>	Message, noise, feedback	d.)	Message, recording, feedback
13)	If so	mething is said in error, it must be	e understo	ood that interpersonal communication
	a.)	forgivable	b.)	Forgettable
	<i>(</i> .)	Irreversible	d.)	Reversible
14)	You	r description of who you are as a p	,	,
,	a.)	0.10	zb.)	Self Concept
	c.)	Self-disclosure	d.)	Self-esteem
15)	A clas	sification of body movements is a	called	
	a.)	Kinesics	b.)	Non-verbal
	c.)	Displays	~et.)	Emblem

----- For Departmental use only ------

Max. Marks: 15

Name of Evaluator: MS. Sushing Sign. Kumen'



Course: BCA		BCA ADD-ON COU Course Name: Int	-	
Ro	ll No:	Name: KAR	AN	Year/Sem: 1/1
				Invigilator's Sign:
	lote: Iarki		uestion w	ill carry a '1' mark and there is no 'Negative
1)	I	Listening is a		
-)	a.		b.	Physiological process that occurs
		Deflet		without effort
	c.	Reflex.	$\sqrt{\mathbf{d}}$	a complex process that involves steps
2)	In she	order to understand verbal and nonvoluted we do?	verbal com	munication which of the following things
	a	Accept cultural differences	b.	Studying your own culture
	c	Learn about other cultures	vd.	All of the above
3)	Le	adership roles first emerge in which	of the foll	lowing kinds of communication?
	a	interpersonal communication	b.	Small group communication
	~e'	Face-to-face public communication	d	Media-like cell phones and instant messenger
4)	An	other name for interpersonal commu	inication i	is:?
	a	mass communication	b	face to face public communication
	¢	dyadic communication	d	virtual reality
5)	Noi	se is:		
	a	Internal(Psychological, Physiological)	b	External(Loud voices at a restaurant)
	Ý	All of the above	d	None of the above
6)	Res	ponding occurs in two phases. Receiving responses and sending		
	a	responses	b	Responses one makes and responses one's listener makes
a \	c	Responses one makes while the speaker is talking and responses one makes after the speaker has stopped talking	J.	All of the above
7)		of the most important communicat	tion skills	?
	a	Empathic listening	b	inactive listening
	c	objective listening	2 ^d	active listening

8)	A tec	chnique that might be used by an ac	ctive liste	ner is to:	
	a.)	Xpress concern.	b.)	Offer a point of view often when in	T
	~~~^~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	Paraphrase the speaker's meaning	d.)	conversation. Explain the speaker's meaning	$\left( \right)$
9)	Non a.)	iverbal messages are: Overestimated in importance.	<b>b.</b> )	Attempts at manipulation should be ign	nored
10)	Feed	Important for listeners to understand. lback is a listener's	<b>d.</b> )	generally irrelevant to the overall mess meaning	sage's
,	a.)	verbal or nonverbal responses	b.)	acceptance of a message.	F
	~e.)	to a message aversion to a message	<b>d.</b> )	verbal critique of your message	U.
11)	An e	example of a communication chann	nel is		
	√ ^{a.)}	face-to-face conversation	b.)	Context	(1)
	<b>c.</b> )	Face-to-face conversation	<b>d.</b> )	Feedback	$\bigcirc$
12)	Whic	h of the three components are part	of the hu	man communication process?	
	a.)	Noise, feedback, jargon	b.)	Feedback, message, critiquing	(1)
	(,)	Message, noise, feedback	<b>d</b> .)	Message, recording, feedback	
13)	If so	mething is said in error, it must be	understo	ood that interpersonal communication	
	a.)	forgivable	<b>b.</b> )	Forgettable	$\int$
/	~e.)	Irreversible	<b>d.</b> )	Reversible	V,
14)	You	description of who you are as a p	erson is		
	a.)	Self-awareness	1.10.)	Self Concept	(1)
	<b>c.</b> )	Self-disclosure	<b>d.</b> )	Self-esteem	U
15)	A clas	sification of body movements is c			
	a.)	Kinesics	<b>b.</b> )	Non-verbal	$\left( \left( 1\right) \right)$
	<b>c.</b> )	Displays	<b>d.</b> )	Emblem	$\bigcirc$

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Max. Marks: 15

Name of Evaluator: MS Susting Sign. Kumen



Course: BCA

ADD-ON COURSE QUIZ Course Name: Interpersonal Skills Name: Afril Sjam

Time: 30 Min Date: Year/Sem: 1/I Invigilator's Sign:_

Roll No:

Note: All questions are compulsory. Each question will carry a '1' mark and there is no 'Negative Marking'

1) Listening is a Natural habit b. Physiological process that occurs without effort Reflex. d. a complex process that involves steps In order to understand verbal and nonverbal communication which of the following things 2) should we do? a Accept cultural differences b. Studying your own culture Learn about other С \ d, All of the above cultures 3) Leadership roles first emerge in which of the following kinds of communication? interpersonal communication Small group communication **a** . b Face-to-face public Media-like cell phones and instant messenger С d communication Another name for interpersonal communication is:? 4) face to face public communication mass communication b a dyadic communication virtual reality d ć Noise is: 5) External(Loud voices at a restaurant) Internal(Psychological, b a Physiological) None of the above All of the above d Responding occurs in two phases. 6) Responses one makes and responses one's listener Receiving responses and sending makes responses b a Responses one makes while the All of the above d speaker is talking and responses one makes after the speaker has stopped talking..

7) One of the most important communication skills?

a Empathic listening

**c** objective listening

b inactive listeningd active listening

8)	A te	chnique that might be used by an ac	ctive liste	ner is to:
	a.)	Xpress concern.	b.)	Offer a point of view often when in conversation.
	~e.)	Paraphrase the speaker's meaning	d.)	Explain the speaker's meaning
9)	Non <b>a.)</b>	verbal messages are: Overestimated in importance.	b.)	Attempts at manipulation should be ignored
10)	ree	Important for listeners to understand. Iback is a listener's	d.)	generally irrelevant to the overall message's meaning
10)	a.)	verbal or nonverbal responses	b.)	acceptance of a message.
	~ 6.)	to a message aversion to a message	<b>d.</b> )	verbal critique of your message
11)	An e	example of a communication chan	nel is	<u> </u>
	~a.)	face-to-face conversation	<b>b.</b> )	Context
	<b>c</b> .)	Face-to-face conversation	<b>d.</b> )	Feedback
12)	Whic	h of the three components are part	of the hu	iman communication process?
	a.)	Noise, feedback, jargon	b.)	Feedback, message, critiquing
	∕ ^{c.)}	Message, noise, feedback	<b>d.</b> )	Message, recording, feedback
13)	If so	mething is said in error, it must b	e underst	ood that interpersonal communication
	a.)	forgivable	<b>b.</b> )	Forgettable
	NS.)	Irreversible	<b>d</b> .)	Reversible
14)	You	r description of who you are as a	person is	
	a.)	Self-awareness	z.b.)	Self Concept
	<b>c.</b> )	Self-disclosure	<b>d.</b> )	Self-esteem
15)	A clas	ssification of body movements is		Non vorbal
	a.)	Kinesics	<b>b.</b> )	Non-verbal
	<b>c.</b> )	Displays	2 d.)	Emblem

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Max. Marks: 15

Name of Evaluator: Sushing Sign. Kumen



Course: BCA

ADD-ON COURSE QUIZ Course Name: Interpersonal Skills Name: Himanshu Pal Time: 30 Min Date: Year/Sem: 1/1 Invigilator's Sign:___

Roll No:

Note: All questions are compulsory. Each question will carry a '1' mark and there is no 'Negative Marking'

1)	Li	stening is a			
	a.	Natural habit	b.	Physiological process that occurs	
	c.	Reflex.	√ <b>d</b> .	without effort a complex process that involves steps	$(\prime)$
2)		order to understand verbal and nonvuld we do?	verbal con	nmunication which of the following things	5
	a	Accept cultural differences	b.	Studying your own culture	()
	c	Learn about other cultures	∧d.	All of the above	(i)
3)	Lea	dership roles first emerge in which	of the fol	lowing kinds of communication?	
	a	interpersonal communication	No.	Small group communication	
	c	Face-to-face public communication	d	Media-like cell phones and instant mess	senger
4)	And	other name for interpersonal comm	unication	is:?	
	a	mass communication	b	face to face public communication	(m)
v	r	dyadic communication	d	virtual reality	$\bigcirc$
5)	Noi	se is:			
	a	Internal(Psychological, Physiological)	b	External(Loud voices at a restaurant)	$\bigcirc$
$\sim$	¢	All of the above	d	None of the above	()
6)	Resj a	ponding occurs in two phases. Receiving responses and sending responses	b	Responses one makes and responses one's lis makes	stener
	c ✓	Responses one makes while the speaker is talking and responses one makes after the speaker has stopped talking.	d	All of the above	$\bigcirc$
7)	One	of the most important communication	ation skill	s?	No.
	a	Empathic listening	b	inactive listening	A)
	c	objective listening	d V	active listening	$\mathcal{U}$

8)	8) A technique that might be used by an active listener is to:				
	Nar)	Xpress concern.	b.)	Offer a point of view often when in conversation.	
	c.)	Paraphrase the speaker's meaning	<b>d.</b> )	Explain the speaker's meaning	
9)	Non <b>a.)</b>	verbal messages are: Overestimated in importance.	b.)	Attempts at manipulation should be ignored	
	çð F	Important for listeners to understand.	<b>d.</b> )	generally irrelevant to the overall message's meaning	
10)	a.)	dback is a listener's verbal or nonverbal responses to a message	b.)	acceptance of a message.	
	SY .	aversion to a message	d.)	verbal critique of your message	
11)	An	example of a communication channe	el is		
	~a.)	face-to-face conversation	b.)	Context	
	c.)	Face-to-face conversation	<b>d.</b> )	Feedback	
12)	Whic	ch of the three components are part of	of the h	uman communication process?	
	a.)	Noise, feedback, jargon	b.)		
	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	Message, noise, feedback	d.	) Message, recording, feedback	
13)	If s	omething is said in error, it must be	unders	tood that interpersonal communication	
	a.)	forgivable	b.)	Forgettable	
	2 Car	Irreversible	d .)	Reversible	
14)	Yo	ur description of who you are as a p	erson i	S	
	a.)	Self-awareness	1b)	Self Concept	
	c.)	Self-disclosure	d.)	Self-esteem	
15)	A cla	assification of body movements is o	called		
	a.)	Kinesics	b.)	Non-verbal	
	c.)	Displays	2 d.)	Emblem	

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Max. Marks: 15

Name of Evaluator: Jushing Sign. Kume