



**Mangalmai Institute of Management Technology**  
Greater Noida (U.P.)



**MANGALMAY**  
INSTITUTE OF MANAGEMENT TECHNOLOGY



# **CERTIFICATION PROGRAMME**

**On**

## **Interpersonal Skills**

**From**

**07<sup>th</sup> October 2022 to 25<sup>th</sup> November 2022**

**Convener: Mr. Abhay N Tripathi, Associate Professor**

**For BCA I<sup>st</sup> 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.



### Schedule

**Duration: 30 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
7.	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
15.	Describe legal notices with examples	03:00 - 05:00	25-11-2022



<b>Report</b>	
<b>Name of Activity</b>	Interpersonal Skills
<b>Date</b>	07 <sup>th</sup> October 2022 to 25 <sup>th</sup> November 2022
<b>Venue</b>	BCA Classroom
<b>Organized by</b>	Computer Application Department
<b>Resource Person</b>	Ms. Poonam Singh, Assistant Professor, MIET
<b>Beneficiary</b>	BCA II Semester (44 students)
<b>Coordinator</b>	Mr. Abhay N Tripathi, Associate Professor, MIMT
<b>Objective</b>	<ul style="list-style-type: none"><li>• To understand the significance of interpersonal Skills in building a relationship</li><li>• To develop methods for handling conflict.</li><li>• To build trust and harmony.</li><li>• To understand effective communication techniques.</li></ul>
<b>Content</b>	<p>With the initiative of IQAC, Mangalmai Institute of Management and Technology organized an add-on certification course on “Interpersonal Skills”.</p> <p>Day1: First introduced the introduction of interpersonal Skills, nature and Importance on Interpersonal Skills</p> <p>Day 2: In this session, student understand the Perception, Attitudes, and Personality types</p> <p>.Day 3: In this session, the resource person describe the two types of Interpersonal Skills: Communication Skills, Leadership Skills.</p> <p>.Day 4: This session was focused on another three types of interpersonal skills: Teamwork Skills, Conflict Resolution Skills, and Emotional intelligence Skills.</p> <p>Day 5: This session, Student knew the rules of Conduct communication on the Internet &amp; How to send effective email.</p> <p>.Day 6: Introduction to Telephone Etiquette; Use Proper language, Immediate introduce yourself, Speak clearly, Ask before putting someone on hold or transferring a call.</p> <p>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</p> <p>.Day 8: Resource person discussed about the Types of body language: Eye contact, Face, Posture, hand gesture, Personal space, Body contact.</p> <p>Day9: This session student knew about preparation of Interview: Prepare answers in advance, Understand the role and company values, Demonstration your skills, be positive.</p> <p>.Day 10: In this session, the resource person discussed the how to Develop Communication Skills &amp; How to Conducting Meetings.</p> <p>Day 11: In this session, Student knew about the Writing Minutes including Location, attendance, Agenda items.</p> <p>Day 12: The session started with how to write memos and sending Memos, items included in Memos &amp; Types of Memos.</p> <p>.Day 13: In this session, types of machine learning was taught.</p> <p>Day 14: In this session, the resource person delivered the learning rules to write Memo with pictures</p> <p>Day 15: This session started with Description of legal notices with examples</p>



<b>Outcome of Activity</b>	<ul style="list-style-type: none"><li>• To describe and analyze effective communication skills.</li><li>• To examine Personal communication styles, values, and beliefs of interpersonal skills.</li><li>• To enhance personal and professional relationships with open and honest communication and resolve conflict</li><li>• To utilize interpersonal skills for situational bases.</li></ul>
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## **Resource Person Profile**

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





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



Figure 2 Ms. Poonam Singh during her session



**Mangalmay Institute of Management Technology**  
Greater Noida (U.P.)



**MANGALMAY**  
INSTITUTE OF MANAGEMENT TECHNOLOGY  
Gr. NOIDA



## **CERTIFICATE OF COURSE COMPLETION**

This is to certified the **AADESH RANA** student of BCA (Batch: 2022-25)  
has successfully completed **30 Hours** course on **"Interpersonal Skills"**  
from **07-October-2022** to **25-November-2022**

**PRINCIPAL**  
Mangalmay Institute of  
Management & Technology

**CONVENER**  
Mangalmay Institute of  
Management Technology





**Mangalmai Institute of Management Technology**  
Greater Noida (U.P.)





Course: BCA

ADD-ON COURSE QUIZ  
Course Name: Interpersonal Skills

Time: 30 Min

Date:

Roll No:

Name: AVANTIKA

Year/Sem: I/I

Invigilator's Sign:

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

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

- 8) A technique that might be used by an active listener is to:
- |  |   |
|--|---|
| a.) Express concern.   | b.) Offer a point of view often when in conversation. |
| <input checked="" type="checkbox"/> c.) Paraphrase the speaker's meaning | d.) Explain the speaker's meaning                     |
- 9) Nonverbal messages are:
- |  |   |
|--|---|
| a.) Overestimated in importance.   | b.) Attempts at manipulation should be ignored            |
| <input checked="" type="checkbox"/> c.) Important for listeners to understand. | d.) generally irrelevant to the overall message's meaning |
- 10) Feedback is a listener's
- |  |                                     |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> a.) verbal or nonverbal responses to a message | b.) acceptance of a message.        |
| c.) aversion to a message  | d.) verbal critique of your message |
- 11) An example of a communication channel is
- |   |              |
|---|--------------|
| <input checked="" type="checkbox"/> a.) face-to-face conversation | b.) Context  |
| c.) Face-to-face conversation                                     | d.) Feedback |
- 12) Which of the three components are part of the human communication process?
- |  |                                   |
|--|-----------------------------------|
| a.) Noise, feedback, jargon                                      | b.) Feedback, message, critiquing |
| <input checked="" type="checkbox"/> c.) Message, noise, feedback | d.) Message, recording, feedback  |
- 13) If something is said in error, it must be understood that interpersonal communication
- |  |                 |
|--|-----------------|
| a.) forgivable                                       | b.) Forgettable |
| <input checked="" type="checkbox"/> c.) Irreversible | d.) Reversible  |
- 14) Your description of who you are as a person is
- |                     |  |
|---------------------|--|
| a.) Self-awareness  | <input checked="" type="checkbox"/> b.) Self Concept |
| c.) Self-disclosure | d.) Self-esteem                                      |
- 15) A classification of body movements is called
- |              |  |
|--------------|--|
| a.) Kinesics | b.) Non-verbal                                 |
| c.) Displays | <input checked="" type="checkbox"/> d.) Emblem |

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

Max. Marks: 15

Marks Obtained: 15

Name of Evaluator: M.S. Sudhama Sign.

Kumar





Course: BCA

ADD-ON COURSE QUIZ  
Course Name: Interpersonal Skills

Time: 30 Min

Date:

Roll No:

Name: KARAN

Year/Sem: I/I

Invigilator's Sign: 

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  - c. All of the above
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- 6) Responding occurs in two phases.
- a. Receiving responses and sending responses
  - b. Responses one makes and responses one's listener makes
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Max. Marks: 15

Marks Obtained: 13

Name of Evaluator: MS Sushma Kumeri

Sign. 



Course: BCA

ADD-ON COURSE QUIZ  
Course Name: Interpersonal Skills

Time: 30 Min

Date:

Roll No:

Name: Atul Singh

Year/Sem: I/I

Invigilator's Sign:

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- a.) Kinesics
  - b.) Non-verbal
  - c.) Displays
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Max. Marks: 15

Marks Obtained: 14

Name of Evaluator: *Sushma Kumar*

Sign. *[Signature]*



Course: BCA

ADD-ON COURSE QUIZ  
Course Name: Interpersonal Skills

Time: 30 Min

Date:

Roll No:

Name: Himanshu Pal

Year/Sem: 1/1

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  - d.) Emblem

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

Max. Marks: 15

Marks Obtained: 14

Name of Evaluator: *Sushma Kumar*

Sign. *[Signature]*