SOFT SKILL AND PERSONALITY DEVELOPMENT

B.Com 2nd Year

28th Jun. – 11th Aug. 2023

Resource Person

Ms. AYUSHI GUPTA

Trainer, Albatross

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SYLLABUS (36 Hours)

Unit	Course Contents
Module 1	Unit -1: VERBAL COMMUNICATION Verbal communication-[Synonyms, Antonyms, Idioms, Phrases, Homophones, Sentence Correction] Body language, Physical communication, Writing, Visual Communication, Listening. (2 Hours); Activity: Written form based worksheet; Role Play. Unit-2: GOOD HEALTH FOR LIFE WHEEL Physical, Social, Emotional, and Financial and Stress Management (2 Hours) Unit-3: LEADERSHIP Team building, Mentoring, Delegation, Dispute Resolution, Giving Feedback, Decision Making, Supervising, Managing [2 Hours] Activity: Walk and Talk. Unit- 4: LSRW SKILLS Reading Comprehension, Small talk Conversation, Blog Writing. (2 Hours) Activity: Mirroring, Story Telling, Chinese Whisper. Unit 5: INTERPERSONAL SKILLS (2 Hours) Networking, Interpersonal Relationships, Dealing with Difficult People, Conflict Resolution, Self Confidence, Adaptability, Resilience, Self-Leadership, Self-Assessment,

	Enthusiasm, Empathy (4hours)
Module 2	Unit 6: PROFESSIONAL SKILLS

Time Management Technology, Meeting Management, Technology Savvy, Trend Awareness, Business Trent Awareness and Business Etiquette (2 Hours)

Activity related to Time management and dummy situations

Unit -7: SELF- INTRODUCTION
Self analysis and Out of Box Thinking (2 Hours)
Activity: Extempore/ Just a Minute (JAM)

Unit-8: PERSONAL GROOMING
Health and Hygiene, Dress up Professionally. (2 Hours)

Activity: Using posters and video presentations.

Unit -9: E-MAIL CORRESPONDENCE (2 Hours)
Subject to body of content (CC and BCC) - Everything about being precise in content.
Activity: Draft content of E-Mails.

Unit- 10: RESUME DESIGNING (2 Hours)
Detailing of Contact, Profile in LinkedIn , Technical and Soft skills information, Training and internship details.
Activity: Resume Creation on Professional |
| **Module 3** | Unit-11: PROFESSIONAL ETHICS (2 Hours)
Enrichment of corporate vocabulary, Body Language, Presence of Mind.
Activity: Demo Interview, Confident Body Posture, Mindful Thinking and conversation. |

	Unit -12: SOCIAL MEDIA (2 Hours) Self Analysis and Reflection. Activity: SWOT Analysis and Situational Talks. Unit-13: GROUP DISCUSSION (2 Hours) Decision Making, Communication- Verbal and Non Verbal Behavior Activity: GD on Abstract, Factual, Opinion - Based and Case study Topics. Unit -14: ASSESSMENT OF SELF General Aptitude and Qualitative Ability of Reasoning; Test of the Verbal Ability (2 Hours) Activity: Google Forms Unit-15: PPT PRESENTATION SKILLS Presentation Skills, Public Speaking Display of student's journey of two years in PPT. (4 Hours) Activity: PPT Individual Presentation of each student
Module 4	Unit-16: INTERVIEW SKILLS Public Speaking, Interviewing, Self- introduction, Suitable posture of body, Professional etiquettes and attire. (4 Hours) Activity: Role Play of Interviewer and Student as Job applicant, Confident Body Posture. Unit- 17: MANAGEMENT OF TIME & GOALS Value of Time, Short and Long Term Goals- Time Wheel; SMART Goals. (4 Hours) Activity: Wish List Unit- 18: CREATIVITY Problem Solving, Critical Thinking, Innovation,

	Troubleshooting, Design Sense. (2 Hours)
	ASSESSMENT: **Continuous assessment based on activity, role-play and group discussion on regular basis.** **Evaluation sheets (20 Marks Each)** **Report Submission & VIVA (Total 100 Marks)**

SCHEDULE

Session	Content	Time	Date
S1	INTRODUCTION- SOFT SKILLS & PERSONALITY DEVELOPMENT VERBAL COMMUNICATION Verbal communication-[Synonyms, Antonyms, Idioms, Phrases, Homophones, Sentence Correction]. Activity: Written form based worksheet; Role Play.	2PM – 4PM	28-June-2023
S2	GOOD HEALTH FOR LIFE WHEEL Physical, Social, Emotional, and Financial and Stress Management	2PM – 4PM	03-Jul-2023

	Activity: Role Play		
S3	LEADERSHIP Team building, Mentoring, Delegation, Dispute Resolution, Giving Feedback, Decision Making, Supervising, Managing [2 Hours] Activity: Walk and Talk.	2PM – 4PM	04-Jul-2023
S4	LSRW SKILLS Reading Comprehension, Small talk Conversation, Blog Writing. (2 Hours) Activity: Mirroring, Story Telling, Chinese Whisper.	2PM – 4PM	04-Jul-2023
S5	INTERPERSONAL SKILLS Activity: Extempore, Role Play on Adaptability, Dealing with Difficult People, Conflict Resolution.	2PM – 4PM	07-Jul-2023
S6	PROFESSIONAL SKILLS Time Management Technology, Meeting Management, Technology Savvy, Trend Awareness, Business Trent Awareness and Business Etiquette (2 Hours) Activity related to Time management and dummy situations	2PM – 4PM	11-Jul-2023
S7	SELF- INTRODUCTION Self analysis and Out of Box Thinking (2 Hours)	2PM – 4PM	17-Jul-2023

	Activity: Extempore/ Just a Minute (JAM)		
S8	PERSONAL GROOMING Health and Hygiene, Dress up Professionally. Activity: Using posters and video presentations.	2PM – 4PM	20-Jul-2023
S9	E-MAIL CORRESPONDENCE Subject to body of content (CC and BCC) - Everything about being precise in content. Activity: Draft content of E-Mails.	2PM – 4PM	24-Jul-2023
S10	RESUME DESIGNING Detailing of Contact, Profile in LinkedIn, Technical and Soft skills information, Training and internship details. Activity: Resume Creation on Professional	2PM – 4PM	26-Jul-2023
S11	PROFESSIONAL ETHICS Enrichment of corporate vocabulary, Body Language, Presence of Mind. Activity: Demo Interview, Confident Body Posture, Mindful Thinking and conversation.	2PM – 4PM	27-Jul-2023
S12	SOCIAL MEDIA	2PM – 4PM	28-Jul-2023

	Self Analysis and Reflection. Activity: SWOT Analysis and Situational Talks.		
S13	GROUP DISCUSSION Decision Making, Communication- Verbal and Non Verbal Behavior Activity: GD on Abstract, Factual, Opinion - Based and Case study Topics.	2PM – 4PM	3- Aug -2023
S14	ASSESSMENT OF SELF General Aptitude and Qualitative Ability of Reasoning; Test of the Verbal Ability Activity: Google Forms	2PM – 4PM	7- Aug -2023
S15	PPT PRESENTATION SKILLS Presentation Skills, Public Speaking Display of student's journey of two semesters in PPT. Activity: PPT Individual Presentation of each student	2PM – 4PM	8- Aug -2023
S16	INTERVIEW SKILLS Public Speaking, Interviewing, Self-introduction, Suitable posture of body, Professional etiquettes and attire. Activity: Role Play of Interviewer and	2PM – 4PM	9- Aug -2023

	Student as Job applicant, Confident Body Posture.		
S17	MANAGEMENT OF TIME & GOALS
Value of Time, Short and Long Term Goals-Time Wheel; SMART Goals. (4 Hours)
Activity: Wish List	2PM – 4PM	10- Aug-2023
S18	CREATIVITY

Problem Solving, Critical Thinking, Innovation, Troubleshooting, Design Sense. (2 Hours) | 2PM – 4PM | 11- Aug - 2023 |
| | ASSESSMENT:
Continuous assessment based on activity, role-play and group discussion on regular basis.
Evaluation sheets (20 Marks Each)

PROJECT WORK:

SUBMISSION OF REPORT BY STUDENTS ON THE TOPICS GIVEN.

VIVA:

VIVA ON THE SYLLABUS COVERED | 3PM – 4PM | 16-Aug-2023 |

PROFILE OF THE RESOURCE PERSON

Ms. Ayushi Gupta, Trainer, Albatross

An L&D enthusiast by profession, a trainer by aspiration, an engineer by qualification, and an artist at heart."

I am a Freelance Behavioral Consultant and Soft Skills Trainer, dedicated to transforming learning experiences for individuals across India and Europe. With a passion for creating captivating learning adventures, I specialize in integrating sensory elements to ensure a dynamic and immersive training environment.

 I have 6 years of experience – 4.5 years in behavioral consulting & training, business development & content development, and 2 years in software engineering.

As an engineering graduate, I started as a software engineer in a leading European IT organization, only to discover that my keen interest lay in human behavioral sciences.

Report

Name of Course	Course on Soft Skills and Personality Development
Date	28th June, 2023 to 11th August, 2023
Venue	Class Room, MIMT
Organized by	Management Department
Name of External Examiner	Ms. Ayushi Gupta
Beneficiary	81 B.Com 2nd Year Students
Name of Internal Examiner	Mr. Anurag Agrawal
Objective	The aim of this certification course is: To impart knowledge about Soft Skills and Personality Development concepts. To make them learn how to be confident and develop into an independent intellectual. To provide hands on training along with theoretical concepts.
Content	The ever changing dynamics of business world has held the minds of young students to aspire into confident professionals by pursuing some value added courses. The dire need to be presentable with good communication skills and professional etiquette are what making students learn the techniques and imbibe the process of becoming one. By understanding the need Mangalmay Institute of Management and Technology organized a 36-hour Session of Soft Skills and Personality Development course for B.com 1st year students. The following topics covered under the course: Day 1: Introduction of Soft skills & personality development and verbal

communication.

The basic of the concept of personality development and soft skills were discussed. The ideology of good verbal communication and the steps involved in doing so was discussed with help of activity.

Day 2: Good health for life wheel

It is very important process of analyzing the dimensions of effective personality development and soft skills traits. How to address different emotional factors and conduct proper management of physical, social, emotional, financial and stress was explained.

Day 3: Leadership

It is important for students to understand the process of achieving goal under the leadership of a good leader. An activity was performed to imbibe good manner of following the leader with trust and reaching the objective or goal under good guidance and leadership.

Day 4: LSWR skills

It enhances the language skills in reading, conversation, and writing. The students delve into activities like mirroring, story-telling, and the Chinese Whisper.

Day 5: Interpersonal Skills

Enhancement of interpersonal skills helps in observing situations and responding accordingly. The session was focused on responses types to deal with difficult people or conflict resolution based activity.

Day 6: Professional Skills

The purpose of today's education sector is to allow students to explore different real-life demands. One of the prominent is professional skill that

will help student to be successful in his/her professional life. Activities related to time management and dummy situations were conducted.

Day 7: Self-Introduction

It is very important for a person to introduce oneself in best possible manner in a given situation. The self-introduction could be best described by doing self-analysis beforehand. Activity related to out of the box thinking ideology were conducted as extempore or Just a Minute activity where students were given chance to self-introduce themselves.

Day 8: Personal Grooming

Looking good and fresh is something that always attracts good vibes from nature. One should be well groomed in all the possible situations. A session on personal grooming enhances the scope of self-confidence in students. Activity using posters and video presentations explained the dimensions of personal grooming to students.

Day 9: Email Correspondence

A professional life is accompanied by different basic parameters such as etiquette, grooming, introduction and many more for working. So to communicate among peers or some external personal, it is important to know the process of correct Email Correspondence making. An activity on draft content of email was done.

Day 10: Resume Designing

For getting noticed in professional world it is important to highlight one's best achievements along with qualifications or experiences. Students were given a session of working on the professional resume creation by touching all the aspects of detailing on contact, creating profile in Linkedin , technical and soft skills information etc.

Day 11: Professional Ethics

It is the base of life to be ethical. Professional life too demands strong

professional ethics in an organization to perform the duty and strong interpersonal skills. Activity was done for demo interview, confident body posture showing positive attitude, mindful thinking and conversation.

Day 12: Social Media

Self Analysis and reflection was the core of the explanation during this session. How to portray oneself in social media is a matter of critical thinking. Activity based on SWOT Analysis and situational talks were conducted to project the same.

Day 13: Group Discussion

The basics of group discussion were explained with focus on the attributes of decision making in the class. Students were divided into groups to conduct discussion based on abstract, factual, opinion-based and case study topics.

Day 14: Assessment of Self

Activity using Google Forms based session done where students assessed themselves on general aptitude, qualitative ability of reasoning and, verbal ability.

Day 15: PPT presentation skills

The basic of presentation skills where public speaking is a critical part was expressed with help of activity where students presented individual ppt on their journey of two semesters.

Day 16: Interview Skills

This session focused on the learning the basics and acumen of interview. The skills needed for cracking interview was discussed. Role play was done for Job interview between Interviewer and Student (candidate for interview) was done focusing on interview skills such as body posture,

| | professional etiquette and attire was done.

Day 17: Management of Time & Goals

The importance of time management to achieve goal was highlighted in the class. The activity done was to express the value of time, short and long term goals in the time wheel and, SMART Goals. This helped students to differentiate between works that are important, urgent, and that can be done later in practicality.

Day 18: Creativity

It is important to understand that in professional life the response to any work assigned or tough or critical situations should be given by considering multiple aspects. The art or creativity to do the same was taught in the class by giving various examples and situations. |
|---|---|
| Outcome of Activity | Students are able to learn and practice different techniques of soft skills that would act as an advance tool in the professional world and it will increase their employability chances. Continuous assessment was conducted to evaluate the progress of students. Students were asked to submit a project work on topics assigned. Viva would be taken at the end of semester. |

Examination

Subject: SOFT SKILLS & PERSONALITY DEVELOPMENT

Class: B. Com 4th Semester Batch 2021-24

Name of Student:

Email id:

Mobile:

Instructions: Attempt all the questions. Each question carries 1 marks.

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MULTIPLE CHOICE QUESTIONS

1. **Which of the following is not a part of effective interpersonal communication?**

    a) **Active listening**

    b) **Empathy**

    c) **Dominating the conversation**

    d) **Non-verbal cues**

2. **What is the significance of self-motivation in personal development?**

    a) **It relies solely on external factors**

    b) **It helps in achieving goals and overcoming obstacles**

    c) **It is unnecessary for success**

    d) **It leads to burnout**

3. **What is the primary purpose of networking in a professional context?**

    a) **To share personal problems**

    b) **To promote gossip**

    c) **To build mutually beneficial relationships**

    d) **To collect business cards**

4. **What is the role of adaptability in leadership?**

    a) **To maintain a rigid approach**

    b) **To resist change**

    c) **To navigate and lead through change**

    d) **To avoid taking risks**

5. **In a conflict, what is the benefit of active listening?**

    a) **Escalating the conflict**

    b) **Understanding the other person's perspective**

c) Avoiding the conflict entirely

d) Blaming the other person

6. **Which of the following is not a component of emotional intelligence?**

   a) Self-awareness

   b) Self-discipline

   c) Self-isolation

   d) Empathy

7. **Which of the following is an example of a soft skill for leaders?**

   a) Micro-management

   b) Delegating tasks effectively

   c) Avoiding responsibility

   d) Maintaining a closed-door policy

8. **What is the importance of adaptability in problem-solving?**

   a) It limits creativity

   b) It encourages rigid thinking

   c) It allows for flexibility and innovative solutions

   d) It promotes procrastination

9. **What should you consider when giving constructive feedback?**

   a) Be vague and non-specific

   b) Focus only on the negative aspects

   c) Be specific, timely, and constructive

   d) Avoid giving feedback altogether

10. **Which of the following is a characteristic of a growth mindset?**

    a) Avoiding challenges

b) Embracing setbacks as opportunities for growth

c) Believing in fixed abilities

d) Blaming external factors for failures

11. What is the significance of effective conflict resolution in the workplace?

    a) It creates a hostile work environment

    b) It fosters teamwork and productivity

    c) It leads to power struggles

    d) It encourages isolation

12. What does self-management involve?

    a) Managing others

    b) Managing time and emotions

    c) Ignoring personal development

    d) Avoiding responsibility

13. Which of the following is an example of a soft skill for effective leadership?

    a) Micromanaging employees

    b) Inspiring and motivating others

    c) Avoiding feedback

    d) Maintaining a hierarchical approach

14. What is the purpose of setting personal goals?

    a) To limit personal growth

    b) To maintain the status quo

    c) To provide direction and motivation

    d) To rely solely on external factors

15. How does self-awareness contribute to personal development?

a) It limits self-improvement

b) It helps in recognizing strengths and weaknesses

c) It leads to self-isolation

d) It promotes complacency

16. **Which of the following is an example of effective time management?**

a) Constantly procrastinating

b) Prioritizing tasks based on importance and deadlines

c) Overcommitting and spreading oneself too thin

d) Ignoring deadlines

17. **In a team, what is the role of effective communication?**

a) Creating conflicts and misunderstandings

b) Facilitating collaboration and problem-solving

c) Avoiding any form of communication

d) Promoting individualism

18. **What is the significance of adaptability in decision-making?**

a) It hinders the decision-making process

b) It encourages inflexibility

c) It allows for adjustments based on changing circumstances

d) It promotes impulsiveness

19. **Which of the following is an example of active listening?**

a) Interrupting the speaker

b) Daydreaming during a conversation

c) Nodding and providing feedback
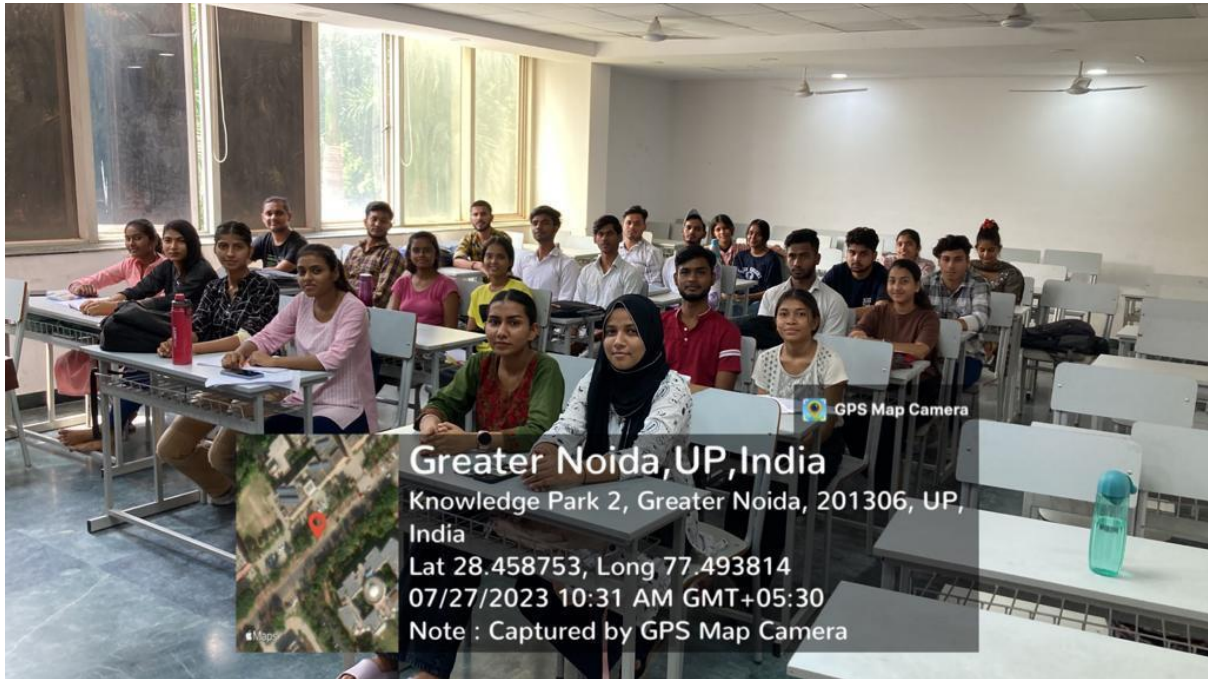
d) Checking emails while someone is talking

20. **What is the primary purpose of setting SMART goals?**

   a) **To make goals unattainable**

   b) **To ensure flexibility in goal-setting**

   c) **To create specific, achievable, and measurable objectives**

   d) **To avoid setting goals altogether**

Glimpses

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

CERTIFICATE

In association with

It is to certify that **Mr. ABHAY SINGH** of **B.Com Program** (Batch 2021-24) of **Mangalmay Institute of Management & Technology**, Greater Noida has successfully completed **36 Hours** certification Course on **Soft Skills & Personality Development** from 28 Jun. 2023 to 11 Aug. 2023.

DIRECTOR
ALBATROSS
KAVINAGAR- GHAZIABAD

ASSOCIATE DEAN
Mangalmay Institute of
Management Technology

Examination

Sample Assessment

Course: BCOM II Year   ADD-ON COURSE QUIZ   Time: 1 hour

Course Name: SOFT SKILL & PERSONALITY DEVELOPMENT

Date: 28/08/2023

Name of Student: Chhavi   Roll No. 2109923030 Invigilator Sign- ____

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

MULTIPLE CHOICE QUESTIONS

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   b) Empathy
   c) Dominating the conversation
   d) Non-verbal cues

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