DEVELOPING SOFT SKILLS AND PERSONALITY


INDUSTRIES APPLICABLE TO: All industries/companies/organisations will recognize and value this course and recommend this for their employees and trainee programs.

COURSE OUTLINE:
The course aims to cause a basic awareness about the significance of soft skills in professional and inter-personal communications and facilitate an all-round development of personality. Hard or technical skills help securing a basic position in one’s life and career. But only soft skills can ensure a person retain it, climb further, reach a pinnacle, achieve excellence, and derive fulfilment and supreme joy. Soft skills comprise pleasant and appealing personality traits as self-confidence, positive attitude, emotional intelligence, social grace, flexibility, friendliness and effective communication skills.

ABOUT INSTRUCTOR:
Prof. T. RAVICHANDRAN is presently a Professor of English in the Department of Humanities and Social Sciences at the Indian Institute of Technology Kanpur, Uttar Pradesh, India. He has written about fifty research articles/book chapters, supervised six doctoral theses, edited a special issue on Cyberpunk Literature for the Creative Forum Journal, and published a book on Postmodern Identity. He is a recipient of the Fulbright-Nehru Academic and Professional Excellence Fellowship (2014-15) for his research/teaching at Duke University, North Carolina, USA. He is honored with Champa Devi Gangwal Chair Professorship at IIT Kanpur. In his distinguished twenty-five years of teaching career, he has taught various courses in English Language and Literature. His NPTEL Video and Web courses on Communication Skills are well-acclaimed nationally and internationally.

COURSE PLAN:


Week 02: Conflict Resolution Skills: Seeking Win-Win Solution, Inter-Personal Conflicts: Two Examples, Two Solutions, Types of Conflicts: Becoming A Conflict Resolution Expert, Types of Stress: Self-Awareness About Stress, Regulating Stress: Making The Best out of Stress.

Week 03: Habits: Guiding Principles, Identifying Good And Bad Habits, Habit Cycle: Breaking Bad Habits, Using The Zeigarnik Effect For Productivity And Personal Growth, Forming Habits of Success.

Week 04: Communication: Significance Of Listening, Active Listening, Barriers To Active Listening; Telephone Communication: Basic Telephone Skills, Advanced Telephone Skills, Essential Telephone Skills.


Week 06: Communication Skills: Effective Communication, Arising Out Of Sender/Receiver’s Personality; Barriers To Communication: Interpersonal Transactions, Miscommunication; Non-Verbal Communication: Pre-Thinking Assessment-1 & 2.
