

**Unit-I****Improving Perception**

3

Introduction–Factors influencing perception –Perceptual Process–Perception and its application in organisations

Exercise–Test Your Perception

**Unit-II****Team Building and Team work**

3

Introduction–Skills needed for Team work–Team Vs Group–Role of a Team Leader–Role of Team Members – Factors shaping inter-group collaboration

Exercise–Test your Teamwork Skills

**Unit-III****Etiquette and Manners**

3

Etiquette introduction–Modern Etiquette–Benefits of Etiquette–Introduction to Manners–Poor Manners noticed in youth – Why should you practice good manners?

Exercise–Test your Etiquette and Manners through online mode.

**Unit-IV****Resume Building-I**

3

Introduction to Bio-Data, CV, Resume, CV writing tips –Dos & Don'ts in CV writing, ATS, Designs of CV–Content, Sequence Electronic CV tips – Cover letter – CV samples.

**Unit-V****Interview Skills -I**

3

Introduction–A to Z about Interview–Types of Interview–Reason for selection and rejection of candidates in interview – Skills required to crack the interview

**Total Periods:15****BOOKS FOR REFERENCE:**

**R1:**Alex.K“Soft Skills–Know yourself and the world”,Second Edition,Sultan Chand Publications&Co Ltd.,2011

**R2:**Richard Denny“Communication to Win”,First Edition,Kogan Page India Private Limited,2003.

**E-BOOKS:**

**E1:**<https://www.osou.ac.in/eresources/Soft-Skills-ccs04.pdf>

**E2:**<https://mu.ac.in/wp-content/uploads/2021/07/Soft-Skills-Development.pdf>

**WEB RESOURCES:**

**W1:**<https://nptel.ac.in/courses/109104107>

**W2:**<https://in.indeed.com/career-advice/career-development/collaboration-skills>

**W3:**<https://www.monster.com/career-advice/article/sell-yourself-job-interview-hot-jobs>