


Government of Karnataka
Department of Technical Education
Board of Technical Examinations, Bangalore

	Course Title: Soft Skills for IT Professionals		
	Scheme (L:T:P) : 0:0:4	Total Contact Hours: 52	Course Code: 15CS66P
	Type of Course: Presentations, Videos Assignments and Practices	Credit : 02	Core/ Elective: Core(practice)
Only CIE- 25 Marks			

Prerequisites

Enthusiasm to learn new things for changing business scenario worldwide and concepts of communications studied in Professional Practice lab.

Course Objectives

Presently we have two incredible virtues as a nation, the youngest population in the world; and second the vibrant emerging knowledge economy. To build upon this strength, we need a workforce suitably trained in soft skills.

COURSE OUT COME

On successful completion of the course, the students will be able to:

Course Outcome		CL	Linked activity	Linked PO	Teaching Hrs
CO1	Summarize the importance of employability skills and understand the impact of Communication Skills in Personality Development	U,A	1	1,2,3,7,8,9,10	6
CO2	Appreciate self management and self awareness skills for personal excellence and illustrate different mannerism for desired behaviour in varied situations	U,A	2	1,2,3,7,8,9,10	8
CO3	Discuss formats of Resume writing/job application and know the steps to face a Job Interview	U,A	3	1,2,3,7,8,9,10	8
CO4	Demonstrate how motivation can be increased through creativity and to inculcate good ethical practices at work places.	U,A	4	1,2,3,7,8,9,10	10

CO5	Know various strategies for capacity building and traits of good Leader.	U,A	5	1,2,3,7,8,9,10	10
CO6	Understand the effective decision making techniques and importance of time and stress management in an individual's life.	U,A	6	1,2,3,7,8,9,10	10
Total					52

COURSE-PO ATTAINMENT MATRIX

Course	Programme Outcomes									
	1	2	3	4	5	6	7	8	9	10
Soft Skills for IT Professionals	0	3	3	3	3	3	3	3	3	3
<p>Level 3- Highly Addressed, Level 2-Moderately Addressed, Level 1-Low Addressed. Method is to relate the level of PO with the number of hours devoted to the COs which address the given PO. If $\geq 40\%$ of classroom sessions addressing a particular PO, it is considered that PO is addressed at Level 3 If 25 to 40% of classroom sessions addressing a particular PO, it is considered that PO is addressed at Level 2 If 5 to 25% of classroom sessions addressing a particular PO, it is considered that PO is addressed at Level 1 If $< 5\%$ of classroom sessions addressing a particular PO, it is considered that PO is considered not-addressed.</p>										

I. Soft Skills vs Hard Skills and Personality Development 06 HRS

Soft Skills v/s Hard Skills: An Introduction, Introduction, Skills to Master, Academia – Industry Connect, Softening of the Hard Skills, Interdisciplinary Relevance, Global Perspectives on Soft Skills, National Initiatives and Priority. Caselet 1: Management of Teachers

Personality Development: Knowing Yourself, Positive Thinking, Johari's Window, Communication Skills, Non-verbal Communication, Physical Fitness. Caselet 1: Harsha Real Estates

Assignment: Analytical questions No. 1, 2, 3,

II. Emotional Intelligence, Etiquette and Mannerism 8 HRS

Emotional Intelligence - Meaning and Definition, Need for Emotional Intelligence, Intelligence Quotient versus Emotional Intelligence Quotient, Components of Emotional Intelligence, Competencies of Emotional Intelligence, Skills to Develop Emotional Intelligence, Analytical Questions No 2, 3 Caselet 1: Shipra Technologies

Etiquette and Mannerism – Introduction, Professional Etiquette, Technology Etiquette, Caselet 1: TSMPL Steel, Caselet 2: IBM India Pvt. Limited

Assignment - Analytical Questions No.1,2,3,4

III. Employment Communication: Resume and Job Application and Job Interviews **8 HRS**

Introduction, What is a Resume?, What is a Curriculum Vitae?, What is a Scannable Resume?, How to Develop an Impressive Resume, Different Formats of Resume, Job Application or Cover Letter, Caselet 1: Placement Puzzle

Assignments: Prepare your resume and Curriculum vitae for three different job positions in IT. Write three covering letters for above job positions.

Job Interviews – Introduction, Importance of Resume, Definition of Interview, Background Information, Types of Interviews, Preparatory steps for Job Interviews, Interview Skill Tips, Changes in the Interview Process, Frequently Asked Questions During Interviews, Caselet 1: Interview Plan

Assignment: Analytical Questions 1,2,3

IV. Creativity at Work Place and Ethical Values **10 HRS**

Introduction - Current Workplaces, Creativity, Motivation, Nurturing Hobbies at Work, The Six Thinking Hat Method, Caselet 1: Development of Accompli – by Motorola

Assignment : Analytical Questions 1,2,3,

Ethical Values – Introduction, Ethics and Society, Theories of Ethics, Correlation between Values and Behaviour, How to Nurture Ethics, Importance of Work Ethics, Problems in the Absence of Work Ethics. Caselet 1: Alpha Chocolate Pvt. Ltd., Caselet 2: Satyam Computer Services Limited

Assignment : Analytical Questions 2,3,4, 5 (QNo 5 with reference to IT)

V. Capacity Building, Leadership and Team Building **10 HRS**

Capacity Building: Learn, Unlearn and Relearn, Introduction, Need and Importance of Capacity Building, Elements of Capacity Building, Zones of Learning, Ideas for Learning, Strategies for Capacity Building, Caselet 1: Intel India Capacity Building

Assignment : Analytical Questions 2,3,

Leadership and Team Building – Introduction, Leader and Leadership, Leadership Traits, Culture and Leadership, Leadership Styles, Leadership Trends, Team Building, Types of Teams, Caselet 1: Maithri Industries CEO: Making of a Good Leader, Caselet 2: Coping with the HudHud Crisis: Making of a Good Leader

Assignment : Analytical Questions 1,2,3

VI. Decision Making and Negotiations, Stress and Time Management 10 HRS

Introduction - What is Decision Making?, Steps for Decision Making, Decision Making Techniques, Negotiation Fundamentals, Negotiation Styles, Major Negotiation Concepts, Caselet 1: Negotiating During Interview, Caselet 2: Decision Making at Swift Technologies

Assignment : Analytical Questions 1,2

Stress and Time Management – Introduction, Stress in Today’s Time, Ways to Cope with Stress, Steps to be Taken in the Organisations, Caselet 1: The Stressed CGM of Maruti Udyog, Caselet 2: ‘Idle’ Operations Manager of a Steel Plant, Dinesh.

Assignment : Analytical Questions 2,3,4

****All Assignments should be presented by students using AV aids/Chalk Talk**

Text

1. Soft Skills: An Integrated Approach to Maximise Personality, Gajendra Singh Chauhan, Sangeeta Sharma, Wiley India, ISBN: 9788126556397

References

1. Effective Communication and Soft Skills, Nitin Bhatnagar, Mamata Bhatnagar, Pearson Education, First Edition, ISBN : 9788131760345
2. The ACE of Soft Skills: Attitude, Communication and Etiquette for Success, Gopalswamy Ramesh, Mahadevan Ramesh, Pearson Education, ISBN: 9788131732854

Course Delivery

The course will be delivered through discussions and activities

Course Assessment and Evaluation Scheme

	What	To whom	When/Where (Frequency in the course)	Max Marks	Evidence collected	Course outcomes
Direct Assessment method	CIE	Students	CIE Marks	25	Report	1 to 6
Indirect Assessment	Student Feedback on course	Students	Middle of the course		Feedback forms	1 to 3
	End of Course Survey		End of the course		Questionnaires	1 to 6

Note to IA verifier: The following documents to be verified by CIE verifier at the end of semester

1. Student activities report for 25 marks
2. Student feedback on course regarding Effectiveness of Delivery of instructions & Assessment Methods.

Scheme of Valuation for CIE through Rubrics

SN	Particulars	Marks
1	Soft Skills v/s Hard Skills and Personality Development	02
2	Emotional Intelligence, Etiquette and Mannerism	03
3	Employment Communication: Resume and Job Application and Job Interviews	05
4	Creativity at Work place and Ethical Values	05
5	Decision Making and Negotiations Stress and Time Management	05
6	Decision Making and Negotiations Stress and Time Management	05
TOTAL		25

MODEL OF RUBRICS /CRITERIA FOR ASSESSING STUDENT ACTIVITY

RUBRICS FOR ACTIVITY(5 Marks)						
Dimension	Unsatisfactory	Developing	Satisfactory	Good	Exemplary	Student Score
	1	2	3	4	5	
Collection of data	Does not collect any information relating to the topic	Collects very limited information; some relate to the topic	Collect much information; but very limited relate to the topic	Collects some basic information; most refer to the topic	Collects a great deal of information; all refer to the topic	Ex: 4
Fulfil team's roles & duties	Does not perform any duties assigned to the team role	Performs very little duties but unreliable.	Performs very little duties	Performs nearly all duties	Performs all duties of assigned team roles	5
Shares work equally	Always relies on others to do the work	Rarely does the assigned work; often needs reminding	Usually does the assigned work; rarely needs reminding	Normally does the assigned work	Always does the assigned work without having to be reminded.	3
Listen to other Team mates	Is always talking; never allows anyone else to speak	Usually does most of the talking; rarely allows others to speak	Talks good; but never show interest in listening others	Listens, but sometimes talk too much	Listens and speaks a fair amount	2
Average / Total marks=(4+5+3+2)/4=14/4=3.5=4						

Note: This is only an example. Appropriate rubrics/criteria may be devised by the concerned Course Coordinator for assessing the given activity.