DEVELOPING SOFT SKILLS AND PERSONALITY

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INTENDED AUDIENCE : Students, Teachers, Professionals, Trainers, Leaders, Employers

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 fulfillment 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. His NPTEL MOOC on Developing Soft Skills and Personality became hugely popular and well-received by about fifteen thousand participants from India and abroad

COURSE PLAN:

Week 1: Lecture 1: Introduction: A New Approach To Learning
Lecture 2: Planning And Goal-Setting
Lecture 3: Human Perceptions: Understanding People
Lecture 4: Types Of Soft Skills: Self-Management Skills
Lecture 5: Aiming For Excellence: Developing Potential And Self-Actualisation
Lecture 6: Need Achievement And Spiritual Intelligence

Week 2: Lecture 7: Conflict Resolution Skills: Seeking Win-Win Solution
Lecture 8: Inter-Personal Conflicts: Two Examples
Lecture 9: Inter-Personal Conflicts: Two Solutions
Lecture 10: Types Of Conflicts: Becoming A Conflict Resolution Expert
Lecture 11: Types Of Stress: Self-Awareness About Stress
Lecture 12: Regulating Stress: Making The Best Out Of Stress

Week 3: Lecture 13: Habits: Guiding Principles
   Lecture 14: Habits: Identifying Good And Bad Habits
   Lecture 15: Habits: Habit Cycle
   Lecture 16: Breaking Bad Habits
   Lecture 17: Using The Zeigarnik Effect For Productivity And Personal Growth
   Lecture 18: Forming Habits Of Success

Week 4: Lecture 19: Communication: Significance Of Listening
   Lecture 20: Communication: Active Listening
   Lecture 21: Communication: Barriers To Active Listening
   Lecture 22: Telephone Communication: Basic Telephone Skills
   Lecture 23: Telephone Communication: Advanced Telephone Skills
   Lecture 24: Telephone Communication: Essential Telephone Skills

Week 5: Lecture 25: Technology And Communication: Technological Personality
   Lecture 26: Technology And Communication: Mobile Personality?
   Lecture 27: Topic: Technology And Communication: E-Mail Principles
   Lecture 28: Technology And Communication: How Not To Send E-Mails!
   Lecture 29: Technology And Communication: Netiquette
   Lecture 30: Technology And Communication: E-Mail Etiquette

Week 6: Lecture 31: Communication Skills: Effective Communication
   Lecture 32: Barriers To Communication: Arising Out Of Sender/Receiver's Personality
   Lecture 33: Barriers To Communication: Interpersonal Transactions
   Lecture 34: Barriers To Communication: Miscommunication
   Lecture 35: Non-Verbal Communication: Pre-Thinking Assessment-1
   Lecture 36: Non-Verbal Communication: Pre-Thinking Assessment-2

Week 7: Lecture 37: Nonverbal Communication: Introduction And Importance
   Lecture 38: Non-Verbal Communication: Issues And Types
   Lecture 39: Non-Verbal Communication: Basics And Universals
   Lecture 40: Non-Verbal Communication: Interpreting Non-Verbal Cues
   Lecture 41: Body Language: For Interviews
   Lecture 42: Body Language: For Group Discussions

Week 8: Lecture 43: Presentation Skills: Overcoming Fear
   Lecture 44: Presentation Skills: Becoming A Professional
   Lecture 45: Presentation Skills: The Role Of Body Language
   Lecture 46: Presentation Skills: Using Visuals
   Lecture 47: Reading Skills: Effective Reading
   Lecture 48: Human Relations: Developing Trust And Integrity