**West Guwahati Commerce College**

**Syllabus for Courses on Soft Skills**

A 3months certificate course is introduced on Soft Skill under the aegis of the department of English. The chief objective of the proposed course is to enhance the students life skills, communication skills, emotional intelligence and personality traits.

**Unit – 1**

**Effective Communication in Business**

1.1 Introduction

1.2 Components of communication

1.3 Principles of communication

1.6 How to develop communication skill?

1.7 How to make communication effective?

1.8 Building relationships

1.9 Groups, Conflicts and their Resolution

**Unit – 2**

**Corporate Communication**

* 1. Uses of organizational communication
  2. Features of successful professional communication
  3. Communication Models and Process
  4. Building Self Esteem and Confidence
  5. Developing Positive Attitude
  6. Developing Key Traits, Motivation, Negotiation, Leadership Essential and Vocational Skills

**Unit – 3**

**Business Presentation and Correspondence**

* 1. Types of Business Presentation
  2. Etiquettes for Business Presentation
  3. Presentation Plan
  4. Types of Business letters
  5. Reports, Cover Letter and Resume

**Unit – 4**

(Practical)

Interviews and Group Discussion

Role of Communication Skills in advancement of career

Creating and Delivering Good Presentation

**Aims and Objectives**

1. The soft skill course aims at giving each student a realistic perspective of work and work expectation.
2. To help formulate problem solving skills
3. To develop all-round personalities with a mature outlook to function effectively in different circumstances.
4. To develop career plans, evaluate the employment market and identify to get good placement**.**

**Outcomes**

By the end of soft skill courses, the students should be able to develop effective communication skills and develop effective presentation skills.

Suggested Books:

Kumar, Varinder. *Business Communication*. Kalyani Publishers, Guwahati. 2018.

Manoj, Jain. Applications for all Reasons & Seasons. GBD Publisher, Panbazar. 2020.

Herekar, Prakash M. *Modern’s Business Communication*. Modern Publisher, Delhi. 2000.

Kumar, Varinder and Bodh Raj. *Soft Skills for Business.* Kalyani Publishers. 2021.

Kumar, Sanjay and Pushp Lata. *Communication Skills.* Oxford University Press. 2011.