

As per CBCS Syllabus

SOFT SKILLS for the TRAINERS

An Activity Based Learning

Tanu Girotra



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23, Daryaganj, New Delhi-110 002

Phones : 011-23281876, 23266105, 41625022 (*Showroom & Shop*)
011-23247051, 40234454 (*Office*)

E-mail : sultanchand74@yahoo.com; info@sultanchandandsons.com

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Author's Acknowledgement: The writing of a Textbook always involves creation of a huge debt towards innumerable author's and publications. We owe our gratitude to all of them. We acknowledge our indebtedness in extensive footnotes throughout the book. If, for any reason, any acknowledgement has been left out we beg to be excused. We assure to carry out correction in the subsequent edition, as and when it is known.

Preface

Soft skills Training contributes to smoother running practices, better services, greater efficiencies, fewer unhealthy conflicts, more satisfied staff and an improved ability to meet the challenges of an evolving and increasingly complex work environment. This book will equip students, employees, employers, trainers with the skills needed to work effectively with stakeholders, co-workers, target groups and trainees. It is designed for trainers, coaches, teachers, managers, employers, consultants to upgrade their skills. This book offers innovative and engaging activities designed by leading soft skills expert. The straightforward, practical instructions help you prepare and deliver the training programs quickly and effectively.

Whether you are a professional trainer who needs to pull together a training program, or someone who does a bit of training as a part of your job, you'll find this activity-based book useful and a timesaver. The book can enhance soft skills to a wide community of trainers, coaches, HR advisors, consultants and psychologists.

This book is a comprehensive source of information and provides elements of training methodology, instructions and tips for the trainers and facilitators to conduct soft skills training programmes in their concerned institutes, schools, colleges etc.

The main target users of this book are managers, employers, employees, trainees, teachers, college students like

students of Psychology, Soft Skills Training programme, Management, Social Work, Mass Communication. They can use this book in Schools, Colleges, Organizations, NGOs or Corporate sector as it involves the process of participatory learning.

This book mainly deals with the topics on Soft skills which enable the facilitators to provide effective, joyful based experiences to their target groups.

Conducting sessions with their target groups on soft skills without using activities can be boring, monotonous and lacks interest from the people. And by implementing these activities along with the theory can help to build people's interest and encourage them to take active participation.

Tanu Girotra

Acknowledgement

First and foremost, I would like to thank God. You have given me the power to believe in my passion and pursue my dreams. I could never have done this without the faith I have in you, the Almighty.

I wish to express my gratitude to Dr Promila Gupta for always being there for me. I can barely find the words to express all the wisdom, love and support my parents have given me. I would never be able to pay back the love and affection showered upon by my parents. A special thanks to my brother, Sachin and sister-in-law, Neha and my niece, Mehr for their love, support and valuable prayers.

I would like to thank my husband Vikrant for standing beside me throughout my career and writing this book. He has been my inspiration and motivation for continuing to improve my knowledge and move my career forward. He is my rock, and I dedicate this book to him. You are my Buddy and my Hero! Thanks for not just believing, but knowing that I could do this! I Love You Always & Forever!

To my son, Arjun. He is the best thing that I have ever done in my life. He welcomed me into motherhood and I am so grateful to him. I am so thankful to him for abiding my ignorance and the patience he showed during writing this book.

I'd like to thank my in-laws for allowing me to follow my ambitions. They have always supported me throughout my career and authoring this book and I really appreciate it. I would like to thank my sister-in-law Kamini for supporting throughout.

I wish to thank all my friends and colleagues for sharing my happiness when starting this project and following with encouragement when it seemed too difficult to be completed. I would have probably given up without their support.

Last but not the least, I acknowledge the instrumental, moral and technical support provided by Shri Pratap Vaish, Dr Bharat, Ms Mamta Jain and Mr Durga, Northern Book Centre.

Tanu Girotra

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Syllabus

APJ Abdul Kalam Technology University **Life Skills, Business Economics,** **Principles of Management**

Communication Skill: Introduction to Communication, The Process of Communication, Barriers to Communication, Listening Skills, Writing Skills, Technical Writing, Letter Writing, Job Application, Report Writing, Non-verbal Communication and Body Language, Interview Skills, Group Discussion, Presentation Skills, Technology-based Communication.

Critical Thinking & Problem Solving: Creativity, Lateral thinking, Critical thinking, Multiple Intelligence, Problem Solving, Six thinking hats Mind Mapping & Analytical Thinking.

Teamwork: Groups, Teams, Group Vs Teams, Team formation process, Stages of Group, Group Dynamics, Managing Team Performance & Team Conflicts.

Ethics, Moral & Professional Values: Human Values, Civic Rights, Engineering Ethics, Engineering as Social Experimentation, Environmental Ethics, Global Issues, Code of Ethics like ASME, ASCE, IEEE.

Leadership Skills: Leadership, Levels of Leadership, Making of a leader, Types of leadership, Transactions Vs Transformational Leadership, VUCA Leaders, DART Leadership, Leadership Grid & leadership Formulation.

Bangalore University, Bangalore
Syllabus and Scheme for Mrudu Kousalya at UG level
IV Semester B.A., B.Sc., B.C.A., B.Com., BBM or BHM
Life Skills

Unit 1: Learning to Know

Problem Solving Skills: Meaning of Problem and Problem solving-Causes and consequences, steps in problem solving-Five-W's (5 Why) and 1H (How) framework.

Critical Thinking Skills: Concept of Critical thinking – Characteristics and steps involved in critical thinking – Strategies required for critical thinking – Models of critical thinking.

Unit 2: Learning to Be

18 Hrs

Goal Setting: Meaning of goal and goal setting – Short, medium and long term goals importance of goal setting – Choices/selection of setting goals – Step for goal setting – SMART goals.

Interpersonal Skills: Meaning of Interpersonal Skills – Need to develop Interpersonal skills Components of Interpersonal Skills – Techniques required to improve skills – Benefits of effective interpersonal skills.

Stress Management: Meaning of stress – Factors causing stress – Positive and negative type of stress – Effects of stress on body and mind – Stress removal techniques.

Unit 3: Learning to Live Together

12 Hrs

Assertive Communication: Meaning of Communication and assertive communication – Five W's (Who, Whom, What, When and Why) and 1 H (How) framework-Different communication styles – Strategies of assertive communication – Techniques of assertive communication

Team Building: Meaning of team – Difference with group – Qualities of a team – Stages of team development – Effective team building.

Syllabus and Scheme for Mrudukousalya at UG level
IV Semester B.A., B.Sc., B.C.A., B.Com., BBM or BHM

Personality Development

Unit 1: Self-Awareness: Meaning of self-awareness-Components – Improving self-awareness-Benefits of Understanding self

Goal Setting: Meaning of goal and goal setting – Short, medium and long-term goals-Importance of goal setting – Choice/selection of setting of setting goals – Steps for goal setting – SMART goals.

Creativity: Meaning of Creativity – Difference with Innovation – Barriers to creativity – Step to stimulate creativity – Understanding and Importance of human value – Difference with ethics, Ideals in life – Becoming a role model.

Unit 2: Interpersonal Skills: Meaning of Interpersonal skills – Need to develop Interpersonal skills – Components of Interpersonal skills – Techniques required to improve skills – Benefits of effective interpersonal skills.

Stress Management: Meaning of stress – Factors causing stress – Positive and negative types of stress – Effects of stress on body and mind – Stress removal techniques.

Unit 3: Time Management: What and Why of Time Management – Necessity and health of time Management – Tools of time management – How to manage time wisely.

Leadership Development: Meaning and importance – Types of leadership styles – Theories of leadership.

Tumkur University

B.Com., V Semester

5.2 Soft Skills for Personality Development

Unit 1 – Conceptual Framework of Personality: Meaning and definition of personality, nature of personality, determinants of personality and stages in development of personality.

Unit 2 – Attitude & Emotional Intelligence: Meaning and definition of attitude, importance of attitude. Meaning of positive thinking and positive attitude. Steps in developing positive attitude, effects of negative attitude and measures to overcome them. Meaning and definition of EMOTIONAL INTELLIGENCE.

Unit 3 – Goal Setting, Vision and Time Management: Meaning of vision, importance of goal setting, activity in goal setting and its achievement. Techniques and principles of stress management and time management.

Unit 4 – Creativity and Career Planning Importance of creativity, elements of creativity, factors influencing creativity, techniques of creativity-Brainstorming. Meaning of career planning, awareness of career and sources of information.

Unit 5 – Communication Skills: Definition, importance, process of communication, forms of communication, communication gap, listening skills-benefits of listening-body language, preparation of resume and preparing students for group discussion.

Unit 6 – Personality Attributes: External appearance, international skills and theories of personality viz., traits theory, social learning theory, psycho-analytical theory.

Sarawati Narayanan College

(An Autonomous Institution – Affiliated to Madurai Kamaraj University)

Department of Commerce – UG – CBCS

Semester V

Unit I : Soft Skills – Soft Skills – Meaning – Importance – Attributes regarded s soft skills – Practice on soft skills – Identifying and Improving soft skills – Soft skills training.

Unit II: Life Skills – Importance of knowing yourself – Process of knowing yourself – SWOT analysis – Benefits – Life skills – Types of attitudes.

Unit III: Interview Skills – Interview skills – Type of interviews – Preparing face to face interview – Mock interview.

Unit IV: Time Management – Major blocks to time management – Character of prudent time Managers – Time Management Tips.

Unit V: Preparing CV/Resume – Meaning – Different among bio-data, CV and Resume – Purpose of CV writing – Type of resumes.

Bharathidasan University, Tiruchirappalli - 24

Under Graduate Degree Programmes

Soft Skills Development

Unit I: Know Thyself/Understanding Self – Introduction to Soft skills-Self discovery-Developing positive attitude-Improving perceptions-Forming values

Unit II: Interpersonal Skills/Understanding Others – Developing interpersonal relationship-Team building-group dynamics-Net working-Improved work relationship

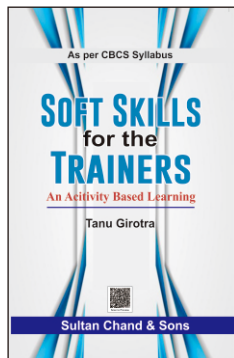
Unit III: Communication Skills/Communication with Others – Art of listening-Art of reading-Art of speaking-Art of writing-Art of writing e-mails-e mail etiquette

Unit IV: Corporate Skills/Working with Others – Developing body language-Practising etiquette and mannerism-Time management-Stress management

Unit V: Selling Self/Job Hunting – Writing resume/cv-interview skills-Group discussion- Mock interview-Mock GD – Goal setting - Career planning.

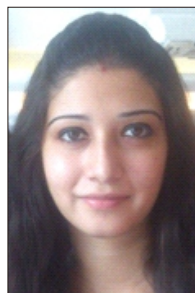
About the Book

Soft Skills have become absolutely essential for the growth and success of an individual, students, employees and organizations. The reliance on soft skills is on the increase due to constant change in the work environment, changing education system, information-based economy, globalization and customer-driven market. Soft skills are not replacement for any technical skills, in fact, they are complementary to each other and serve to unlock the potential of people equipped with technical or knowledge-based skills. This book on Soft Skills is a comprehensive source of information and provides elements of training methodology, instructions and tips for the trainers and facilitators to conduct Soft Skill training programmes in their Schools, Colleges, Institutes, NGOs, Government Organizations and Corporate sector. It enables the trainers to provide effective, joyful and practical based learning and experiences to their target groups.



About the Author

Tanu Girotra, is a Healthcare Professional, Life Skills Trainer, Animal Rights Activist and an author. She has been working extensively in the field of Healthcare, Education and Soft/Life Skills Training. She has published four books to her credit. She has trained more than 10,000 individuals including Doctors, Paramedical Staff, University Students, Lawyers, Children, Government Officials, Parents and Teachers on Soft and Life Skills Training. She holds a Master Degree in Social Work from Delhi School of Social Work, University of Delhi and Post Graduate Diploma in Human Rights Law (Gold Medalist) from Indian Law Institute, New Delhi. She has served Chacha Nehru Bal Chikitsalaya, Govt of NCT for more than 10 years. She has also been empanelled as an Academic Counsellor in Indira Gandhi Open University. She is also the member of Governing body of Association for Development and founder of Eightfold Wellness. She has also worked at PETA INDIA as an Advocacy Officer. She is a brilliant combination of academics and practice.



Sultan Chand & Sons

Publishers of Standard Educational Textbooks

23 Daryaganj, New Delhi-110002

Phones (S): 011-23281876, 23266105, 41625022

(O): 011-23247051, 40234454

Email : sultanchand74@yahoo.com

info@sultanchandandsons.com



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