

Gujarat University
Semester- II
Course on Interpersonal Skills
Course Code: 127 - E
For all Undergraduate Programs
(Value Added Course)
(w.e.f 2023-2024)

Objective of the Course

In order to have a successful professional life, you have to be able to communicate with the people you work with. You have to be able to communicate with co-workers in a way that establishes respect and influence.

This course is designed to teach you how to communicate with the people you work with in ways that shows confidence and gives them a sense of trust. By taking this course you will learn how to assert your influence and how you can use these skills to do things like resolve issues between people at work. At every job, there is bound to be a conflict that will arise, and by taking this course you will gain the communication skills you need to resolve them. By learning the interpersonal skills that this course will equip you with, you will gain some foundational skills that will pave the way for your success. This course will provide you with the essential skills you need to be able to be able to successfully communicate and establish yourself with people in your professional life.

Outcome of the Course (CO)

Learner will be able to....

- Identify and analyze different communication styles and understand their strengths and weaknesses.
- Demonstrate active listening skills and questioning styles to explore issues and enhance understanding.
- Identify conflict response styles; approach and effectively mediate workplace conflicts.
- Determine ways to build and maintain trust and increase your influence and eminence in the workplace.

Prerequisite: 12th Pass

Corequisite: Learner can join other online certificate and diploma courses for knowledge enhancement.

Evaluation Pattern

Internal	Total Marks
	25
External	25

Semester: 2

Course Credit: 2

Course Duration: 40 Hrs.

Unit	Topics
1	<ul style="list-style-type: none">➤ Effective Communication1. Art Of Listening<ul style="list-style-type: none">• Introduction• What is listening?• Benefits of active listening• Factors that hamper listening• Common poor listening habits.2. Art Of Speaking<ul style="list-style-type: none">• Art of public speaking• Importance of public speaking• Public speaking tips• Over coming fear of public speaking3. Art Of Writing E -mail<ul style="list-style-type: none">• Introduction• The mail magic• Use appropriate salutations• Make the subject matter significant• Reread before pressing the “send” button – Be polite, and reciprocate good deeds

2	<ul style="list-style-type: none"> ➤ Team building and Conflict Management <ul style="list-style-type: none"> • Body Language • Body language in building interpersonal relations – Body language in building industrial relations • Interpreting body language Developing confidence with correct body language. • Skill needed for teamwork • A model of team building • Role of a team leader • Inter-group collaboration • Active listening • Problem-solving • Compromising • Avoiding

Reference

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