

**M.G. SCIENCE  
INSTITUTE  
(AUTONOMOUS)  
Semester- II  
Course on Interpersonal Skills  
Course Code: 127 - E  
(Value Added Course)  
(w.e.f 2023-2024)**

**Objectives of the  
course:**

1. **\*\*Active Listening Mastery:\*\***

- Develop active listening skills for comprehensive understanding.
- Refine verbal and non-verbal communication finesse.

2. **\*\*Nuances of Public Speaking:\*\***

- Acquaint students with various aspects and techniques of effective public speaking.

3. **\*\*Professional Email Writing:\*\***

- Equip students with specific strategies for writing professional emails.
- Address the nuances of email communication in a workplace environment.

4. **\*\*Team Building Appreciation:\*\***

- Instill an understanding of the significance of team building exercises.
- Provide practical insights into fostering collaboration within teams.

By achieving these objectives, students will gain a comprehensive skill set in active listening, public speaking, professional email writing, and team building, enhancing their interpersonal skills for success in a professional setting.

## **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.

## Evaluation Pattern

Internal	Total Marks
	25
External	25

### Semester: 2

Course Credit: 2

Course Duration: 40 Hrs.

Unit	Topics
1	<p>➤ Effective Communication</p> <p>1. Art Of Listening</p> <ul style="list-style-type: none"><li>• Introduction</li><li>• What is listening?</li><li>• Benefits of active listening</li><li>• Factors that hamper listening</li><li>• Common poor listening habits.</li></ul> <p>2. Art Of Speaking</p> <ul style="list-style-type: none"><li>• Art of public speaking</li><li>• Importance of public speaking</li><li>• Public speaking tips</li><li>• Overcoming fear of public speaking</li></ul> <p>3. Art Of Writing E -mail</p> <ul style="list-style-type: none"><li>• Introduction</li><li>• The mail magic</li><li>• Use appropriate salutations</li><li>• Make the subject matter significant</li><li>• Reread before pressing the “send” button – Be polite, and reciprocate good deeds</li></ul>

2	<p>➤ Team building and Conflict Management</p> <ul style="list-style-type: none"> <li>• Body Language</li> <li>• Body language in building interpersonal relations – Body language in building industrial relations</li> <li>• Interpreting body language Developing confidence with correct body language.</li> <li>• Skills needed for teamwork</li> </ul>

## Reference

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- Dance, F. E. X. (1972). Speech Communication; Concepts and Behavior. New York: Holt, Rinehart and Winston.
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