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| COURSE TITLE | INTERPERSONAL SKILLS |
| COURSE CODE | 05FN0407 |
| COURSE CREDITS | 2 |

Objective:

- 1 Understand the importance of interpersonal skills in professional and personal settings.
- 2 Develop effective verbal and non-verbal communication techniques
- 3 Enhance active listening and conflict resolution abilities.
- 4 Improve teamwork, leadership, and emotional intelligence.
- 5 Apply problem-solving and decision-making skills in workplace scenarios.

Course Outcomes: After completion of this course, student will be able to:

- 1 Demonstrate effective communication and active listening skills.
- 2 Apply conflict resolution strategies in professional environments.
- 3 Develop leadership and teamwork abilities in group settings
- 4 Utilize emotional intelligence for better workplace interactions.
- 5 Implement problem-solving techniques for effective decision-making.

Pre-requisite of course:NA

Teaching and Examination Scheme

| Theory Hours | Tutorial Hours | Practical Hours | ESE | IA | CSE | Viva | Term Work |
|---------------------|-----------------------|------------------------|------------|-----------|------------|-------------|------------------|
| 2 | 0 | 0 | 50 | 30 | 20 | 0 | 0 |

| Contents : Unit | Topics | Contact Hours |
|------------------------|--|----------------------|
| 1 | Fundamentals of Interpersonal Skills Introduction to Interpersonal Skills, Definition, Importance, and Applications, Role of Interpersonal Skills in Career Growth, Effective Communication Skills, Verbal and Non-Verbal Communication, Overcoming Communication Barriers, Art of Persuasion and Assertiveness, Active Listening & Feedback Mechanisms, Importance of Active Listening, Types of Feedback and How to Provide Constructive Feedback, Public Speaking & Presentation Skills, Techniques for Effective Presentations, Overcoming Stage Fear and Gaining Confidence, Building Professional Relationships, Networking Skills, Business Etiquette and Workplace Culture | 15 |

| Contents : Unit | Topics | Contact Hours |
|----------------------------|---|--------------------------|
| 2 | Conflict Resolution and Leadership Conflict Management Strategies, Identifying Types and Sources of Conflict, Conflict Resolution Techniques (Negotiation, Mediation, Arbitration), Emotional Intelligence & Workplace Behavior, Understanding Emotional Intelligence (Self-awareness, Self-regulation, Empathy), Managing Emotions in Workplace Interactions, Teamwork and Collaboration Techniques, Characteristics of a High-Performing Team, Team Dynamics and Group Decision-Making, Leadership & Decision-Making, Leadership Theories and Styles, Problem-Solving & Critical Thinking for Effective Decision-Making, Time and Stress Management, Techniques for Managing Time Effectively, Strategies for Coping with Stress in Professional Life | 15 |
| Total Hours | | 30 |

Textbook :

- 1 Interpersonal Skills in Organizations, Suzanne C. De Janasz, Karen O. Dowd, and Beth Z. Schneider, McGraw-Hill, 2019
- 2 Crucial Conversations: Tools for Talking When Stakes Are High, Kerry Patterson, McGraw-Hill, 2021

References:

- 1 People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts, People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts, Robert Bolton, Touchstone, 2018
- 2 The 7 Habits of Highly Effective People, The 7 Habits of Highly Effective People, Stephen R. Covey, Simon & Schuster, 2020

Suggested Theory Distribution:

The suggested theory distribution as per Bloom's taxonomy is as follows. This distribution serves as guidelines for teachers and students to achieve effective teaching-learning process

| Distribution of Theory for course delivery | | | | | |
|--|-------------------|--------------|----------------|-----------------|---|
| Remember / Knowledge | Understand | Apply | Analyze | Evaluate | Higher order Thinking / Creative |
| 20.00 | 30.00 | 25.00 | 15.00 | 10.00 | 0.00 |

Instructional Method:

- 1 PPT, BOARD WORK

Supplementary Resources:

- 1 <https://www.mindtools.com/>

Supplementary Resources:

2 <https://hbr.org/>