Rajarshi Shahu Mahavidyalaya (Autonomous), Latur
Faculty of Commerce
Department of Accounts and Applied Statistics
B. Com. II Year (Sem. III and IV)
Soft Skill (w.e.f. June 2018)

No. of periods per week: 04   **Marks: 75**
Course Code - U-SEC- 304   **Credits: 03**

Learning Objectives:
1.   To familiarize students with the Concept of Team Building.
2.   To familiarize students with the concept of Stress Management.
3.   To motivate the students to apply Time Management and Multi-Tasking.

Course Outcomes: After completion of this course Students will be able to-
1.   Understand the theoretical concept relating to Team Building.
2.   Know the concept Stress Management.
3.   Apply the gained knowledge for Time Management and Multi-Tasking.

Unit I: Team Building and Art of Negotiation   **(13 Lectures)**
1.1   Nature of the team
1.2   Professional goals of the members of the group
1.3   Building relation and interpersonal communication
1.4   Negotiation and Ways of negotiating
1.5   Power of language and non-verbal communication

Unit II: Dress for Success and Table Manners   **(13 Lectures)**
2.1   Proper attire as per the situation
2.2   One's self, How to project one's self in the right frame and spirit.
2.3   Professional meetings over lunch/dinner
2.4   Basics of the table manner.

Unit III: Organizing Meetings and Stress Management   **(12 Lectures)**
3.1   Call the meeting and organize a meeting in the smooth manner
3.2   Design the agenda and prepare minutes of the meeting
3.3   Kinds of stress and reason/s of stress
3.4   Handling Stressful situation at a workplace.

Unit IV: Telephone etiquettes and Time Management   **(12 Lectures)**
3.1   Telephonic etiquettes and tone and pitch of the voice
3.2   Voice mail
3.3   Goal setting
3.4   Time-schedule.

Reference Books:
1.   Peggy Klaus, The Hard Truth about Soft Skills.
2.   Nitin Bhatnagar, Effective Communication and Soft Skills. Pearson Education India.
3.   Eric Garner, Team Building.
4.   Wendy Palmer and Janet Crawford. Leadership Embodiment.