

**TECNIA INSTITUTE OF ADVANCED STUDIES**  
**GRADE 'A' INSTITUTE**  
 Department of Information Communication & Technology  
**COURSE PLAN**  
**ACADEMIC SESSION 2024-25**

# As per Scheme & Syllabus (w.e.f. Academic Session 2024-2025 onwards), As per UGC Curriculum & Credit Framework for Undergraduate Programme (CCFUP) (Dec 2022) Guru Gobind Singh Indraprastha University, New Delhi.

PROGRAMME CODE:	020	PROGRAMME:	Bachelor of Computer Applications (BCA)	SHIFT:	1st			L	3	T/P	0	Credits	3
COURSE CODE:	BCA-142T	COURSE NAME:	Soft Skills	SECTION:	A								
		COURSE TYPE:	Ability Enhancement Compulsory Course (AECC)	FACULTY:	Ms. Geeta								

**LEARNING OBJECTIVES:**  
 This course will provide the learners the following:  
 1. Understanding of the correct use of English Language.  
 2. The student will improve in oral as well as written communication skills.

**PREREQUISITE:** None

**COURSE OUTCOME & MAPPING, COURSE ARTICULATION**

		DISCIPLINARY KNOWLEDGE: Disciplinary Knowledge Apply the knowledge of computer application concepts and domain knowledge to solve the problems in IT domain/IT industry	PROBLEM ANALYSIS: Identify, formulate, review research literature, and analyse complex computer application problem at their workplace and for the society.	DESIGN /DEVELOPMENT OF SOLUTIONS: Design and evaluate solutions for computer applications problems, and design the processes that meet specified needs with appropriate consideration for the public health, safety, cultural, societal, and environmental considerations.	MODERN TOOL USAGE: Create, select, adapt and apply appropriate technologies, resources, and modern computing tools to complex computer application activities, with an understanding of the limitations	PROFESSIONAL ETHICS: Understand and commit to professional ethics and cyber regulations, responsibilities, and norms of professional practices.	LIFE-LONG LEARNING: Recognize the need, and have the ability, to engage in independent learning for continual development as a computing professional.	PROJECT MANAGEMENT AND FINANCE: Demonstrate knowledge and understanding of the computing and manage projects and in multidisciplinary environments.	COMMUNICATION EFFICACY WITH COOPERATION/TEAMWORK: Communicate effectively with the computing community, and with society at large, about complex computing activities by being able to comprehend and write effective reports, design documentation, make effective presentations, and give and understand clear instructions. Function effectively as an individual and as a member or a leader.	SOCIETAL AND ENVIRONMENTAL CONCERN: Understand and assess societal, environmental, health, safety, legal, and cultural issues within local and global contexts, and the consequential responsibilities relevant to professional computing practices.	INNOVATION AND ENTREPRENEURSHIP: Identify a timely opportunity and using innovation to pursue that opportunity to create value and wealth for the betterment of the individual and society at large.
CO - PO MAPPING		PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	The student will become familiar with the basics of soft skills and its importance in their career and life	-	2	-	2	1	-	1	2	1	2
CO2	To improve the business communication skills	-	2	-	2	1	-	1	2	1	2
CO3	To improve the listening skills by knowing well how to negotiate and give effective presentations.	-	2	-	2	1	-	1	2	1	2
CO4	To make use of effective business language and give a professional look to oneself	-	2	-	2	1	1	1	2	1	2
Course Articulation (Average)		-	-	-	2	1	1	1	2	1	2

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S. No.	Lecture No.	Unit No.	Topic	Sessional Outcome	Experiential Learning	Participative Learning	Problem Solving Methodologies	ICT Tools & Resources Utilization	Mapping with CO	Class Material (PPT Faculty/ Students)	Additional Material (Links/ Journals/ Articles/ NEWS)	Mode of Assessment	Score
1	L1	1	Meaning and Definition of Soft Skills	Understanding soft skills as essential life skills	Discussion on personal experiences	Group sharing of soft skills application		<a href="https://www.techtarget.com/search/definition/soft-skills">https://www.techtarget.com/search/definition/soft-skills</a>	CO1	PPT + Notes	Articles on soft skills development	Quiz/Participation	
2	L2	1	Types and Scope of Soft Skills	Recognize various types and their scope	Role-playing exercises	Debate on importance of soft skills	Scenarios to identify types	<a href="https://www.indeed.com/career-advice/career-development/professional-skills">https://www.indeed.com/career-advice/career-development/professional-skills</a>	CO1	PPT + Notes	Journals on skill development	Class discussion	
3	L3	1	Prospects and Significance of Soft Skills	Develop an understanding of the benefits	Group exercise on scenarios	Discussion on career benefits	Analysis of situations	<a href="https://www.krnangalam.edu.in/importance-of-soft-skills-for-career-growth/">https://www.krnangalam.edu.in/importance-of-soft-skills-for-career-growth/</a>	CO1	PPT + Notes	Industry blogs/articles	Short presentation	
4	L4	1	Differentiating Skills, Knowledge, Attitudes	Define the differences and interrelations	Peer-to-peer discussion	Group activity: Differentiating factors	Problem-solving on skill gaps	Skills vs Knowledge - Simpilllearn	CO1	PPT + Notes	Links to e-learning resources	Quiz	
5	L5	1	Technical, Human, and Conceptual Skills	Develop a basic understanding of key skills		Case studies on skill application	Hands-on exercises	Skills vs Knowledge - Simpilllearn	CO1	PPT + Notes	Online videos and articles	Peer evaluation	
6	L6	1	Technical, Human, and Conceptual Skills	Develop a basic understanding of key skills		Case studies on skill application	Hands-on exercises	<a href="https://www.merj.in/index.php/mj">https://www.merj.in/index.php/mj</a>	CO1	PPT + Notes	Online videos and articles	Peer evaluation	
7	L7	1	Exploring the Role of Soft Skills in Career Success	Understand how soft skills contribute to career growth	Role-playing workplace scenarios	Discussion on career success stories	Case studies on successful professionals	Benefits of Soft Skills - BetterUp	CO1	PPT + Notes	Articles on career-building soft skills	Quiz on soft skills relevance	
8	L8	1	Implications and Benefits of Incorporating Soft Skills	Analyze benefits of soft skills in diverse roles		Sharing personal experiences	Problem-solving scenarios in teams	Soft Skills Development - Coursera	CO1	PPT + Notes	Research papers on soft skill advantages	Peer-reviewed discussion	
9	L9	1	Coordinating Conceptual and Practical Aspects of Soft Skill Development	Understand integration of theory and practice	Workshop on skill application in real-world tasks	Group brainstorming for skill application	Scenario-based challenges	Soft Skills Development - Coursera	CO1	PPT + Notes	E-books on skill development methods	Reflective essay	
10	L10	1	Human Values and Work Ethics as Integral Soft Skills	Recognize the importance of values and ethics	Role-playing ethical dilemmas	Debate on ethical practices at work	Problem-solving on ethical conflicts	Ethics and Work Values -	CO1	PPT + Notes	Articles on ethics in workplace	Case-based assessments	
11	L11	1	Real-life Applications of Soft Skills	Apply soft skills in simulated settings	Mock workplace interactions	Team activities in decision-making	Real-life situational problem-solving	Practical Applications of Soft Skills - SkillsYouNeed	CO1	PPT + Notes	Online articles and success stories	Peer and faculty evaluation	
12	L12	2	Meaning of Communication	Identify key elements of effective communication	Scenario-based role-playing	Group brainstorming	Real-life communication challenges	<a href="https://en.wikipe dia.org/wiki/Communication">https://en.wikipe dia.org/wiki/Communication</a>	CO2	PPT + Notes	Research papers on communication skills	Written assignments	
13	L13	2	Meaning and Significance of Communication	Identify significance of communication	Scenario-based role-playing	Group brainstorming	Real-life communication challenges	<a href="https://en.wikipe dia.org/wiki/Communication">https://en.wikipe dia.org/wiki/Communication</a>	CO2	PPT + Notes	Research papers on communication skills	Written assignments	
14	L14	2	Verbal Communication Skills	Identify verbal communication	Role-playing with gestures	Observational exercises	Problem-solving on misinterpretation	<a href="https://www.linkedin.com/pulse/10-verbal-communication-skills-you-should-master-convr2a/">https://www.linkedin.com/pulse/10-verbal-communication-skills-you-should-master-convr2a/</a>	CO2	PPT + Notes	Journals on effective communication	Mock communication	
15	L15	2	Non verbal Communication Skills	Distinguish between verbal and non-verbal aspects	Role-playing with gestures	Observational exercises	Problem-solving on misinterpretation	<a href="https://en.wikipe dia.org/wiki/Nonverbal_communication#:~:text=Nonverbal%20communication%20encompasses%20a%20diverse,meanings%20critical%20to%20effective%20communication.">https://en.wikipe dia.org/wiki/Nonverbal_communication#:~:text=Nonverbal%20communication%20encompasses%20a%20diverse,meanings%20critical%20to%20effective%20communication.</a>	CO2	PPT + Notes	Journals on effective communication	Mock communication	
16	L16	2	Identifying Barriers and Misinterpretations	Identify barriers		Discussion on real-life scenarios	Solutions for common barriers	<a href="https://in.indeed.com/career-advice/career-development/communication-barriers">https://in.indeed.com/career-advice/career-development/communication-barriers</a>	CO2	PPT + Notes	Links to academic articles	Group project	
17	L17	2	Overcoming Communication Barriers	Learn strategies to overcome barriers		Discussion on real-life scenarios	Solutions for common barriers	<a href="https://in.indeed.com/career-advice/career-development/communication-barriers">https://in.indeed.com/career-advice/career-development/communication-barriers</a>	CO2	PPT + Notes	Links to academic articles	Group project	
18	L18	2	Active Listening and Conflict Resolution, Negotiation	Apply active listening to resolve conflicts	Active listening exercises	Conflict resolution role-playing	Conflict scenario analysis	<a href="https://www.coursera.org/articles/conflict-resolution-">https://www.coursera.org/articles/c</a>	CO2	PPT + Notes	News articles on conflict resolution	Peer activity	

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19	L19	2	Importance of Active Listening	understand Importance of Active Listening	Active listening exercises	Conflict resolution role-playing	Conflict scenario analysis	<a href="https://www.inpd.co.uk/blog/benefits-of-active-listening/">https://www.inpd.co.uk/blog/benefits-of-active-listening/</a> ; <a href="https://www.inpd.co.uk/blog/benefits-of-active-listening/">Active%20Listening%20Prevents%20You%20From%20Being%20Detail%20from%20the%20Interaction.</a>	CO2	PPT + Notes	News articles on conflict resolution	Peer activity
20	L20	2	Problem Solving Techniques			Peer feedback on participation	Techniques for handling topics	Problem Solving - Harvard Business Review	CO2	PPT + Notes	YouTube videos of GD sessions	GD performance
21	L21	2	Conflict Handling Techniques			Peer feedback on participation	Techniques for handling topics	<a href="https://www.indeed.com/career-advice/career-development/conflict-resolution-strategies">https://www.indeed.com/career-advice/career-development/conflict-resolution-strategies</a>	CO2	PPT + Notes	YouTube videos of GD sessions	GD performance
22	L22	2	Applying Negotiation skills for Effective Outcomes			Peer feedback on participation	Techniques for handling topics	Negotiation Skills - Negotiation Experts	CO2	PPT + Notes	YouTube videos of GD sessions	GD performance
23	L23	2	Role of Communication In Conflict Resolution		Mock Interviews	Discussion on interview strategies	Problem-solving in mock setups	Conflict Communication - SkillsYouNeed	CO2	PPT + Notes	Articles on Job Interviews	Mock interview
24	L24	3	Introduction and Definitions of Group Discussions	Understand the concept and definition of GDs	Watching video examples of group	Sharing prior GD experiences	Analyze scenarios to identify GD types	Group Discussions Tips - Shiksha	CO3	PPT + Notes	Articles on GD importance	Quiz on definitions and purposes
25	L25	3	Purpose and Types of Group Discussions	Identify the purpose and categorize GD types	Role-playing different types of GDs	Peer analysis of GD purpose	Group tasks on Identifying GD objectives	Effective GD Techniques - MBAUniverse	CO3	PPT + Notes	E-learning modules on GD formats	Group activity evaluation
26	L26	3	Characteristics of Effective Group Discussions	Learn key characteristics of successful GDs	Real-time practice in simulated GDs	Peer feedback on communication and	Case studies of effective GDs	Group Discussion Guide - Toppr	CO3	PPT + Notes	Journals on effective group discussions	Mock GD observation
27	L27	3	Do's and Don'ts of Participating in Group Discussion	Develop the ability to participate effectively	Mock GDs with analysis of do's and don'ts	Group feedback and improvement exercises	Solve communication challenges in GD setups	GD Participation Tips - MindTools	CO3	PPT + Notes	Articles on GD best practices	Participation performance
28	L28	3	Practical Applications of GD Skills	Apply GD skills in real-life scenarios	Conducting full mock GDs	Team collaboration and brainstorming	Solving real-world issues through GD methods	GD Applications - SessionLab	CO3	PPT + Notes	Articles on Industry GD practices	Final GD performance review
29	L29	3	Interview Skills	Prepare for interviews effectively	Mock interviews	Discussion on interview strategies	Problem-solving in mock setups	Interview Preparation - Indeed	CO3	PPT + Notes	Articles on Job interviews	Mock interview
30	L30	3	Purpose/Objective of Interview	Prepare for interviews effectively	Mock interviews	Discussion on interview strategies	Problem-solving in mock setups	Interview Skills - LinkedIn Learning	CO3	PPT + Notes	Articles on job interviews	Mock interview
31	L31	3	Types of Interviews Guidelines for Successful Interview Preparation and Execution	Prepare for interviews effectively	Mock interviews	Discussion on interview strategies	Problem-solving in mock setups	Interview Types - Indeed	CO3	PPT + Notes	Articles on job interviews	Mock interview
32	L32	3	Presentation Skills, Essentials for Successful Presentations	Deliver impactful presentations	Practice individual presentations	Feedback from peers	Problem-solving through examples	Public Speaking - Toastmasters	CO3	PPT + Notes	Journals on presentation techniques	Presentation
33	L33	3	Utilizing PowerPoint for Impactful Presentations	Deliver impactful presentations	Practice individual presentations	Feedback from peers	Problem-solving through examples	Microsoft PowerPoint Tips	CO3	PPT + Notes	Journals on presentation techniques	Presentation
34	L34	4	Self-Development and Awareness	Develop personal growth skills	Exercises on self-awareness	Group discussions	Scenarios for self-analysis	<a href="https://hbr.org/2019/06/how-to-">https://hbr.org/2019/06/how-to-</a>	CO4	PPT + Notes	Journals on personal development	Reflective journal
35	L35	4	Exploring the Role of the Self in Stages of Development and Sigmund Freud's Layers of the Self Emotional Intelligence and Critical Thinking	Develop personal growth skills	Exercises on self-awareness	Group discussions	Scenarios for self-analysis	<a href="https://kingaric.com/">https://kingaric.com/</a>	CO4	PPT + Notes	Journals on personal development	Reflective journal
36	L36	4	Stages of Development and Sigmund Freud's Layers of the Self Emotional Intelligence and Critical Thinking	Develop personal growth skills	Exercises on self-awareness	Group discussions	Scenarios for self-analysis	Personal Growth - BetterUp	CO4	PPT + Notes	Journals on personal development	Reflective journal
37	L37	4	Emotional Intelligence	Understand the role of EI in decision-making	Role-playing exercises	Sharing real-life EI experiences	Case studies and problem-solving	Emotional	CO4	PPT + Notes	Articles on EI	Peer review
38	L38	4	Importance of Emotional Intelligence	Understand the role of EI in decision-making	Role-playing exercises	Sharing real-life EI experiences	Case studies and problem-solving	Online tests for EI	CO4	PPT + Notes	Articles on EI	Peer review
39	L39	4	Self-Awareness, Self-Regulation, Motivation	Understand the role of EI in decision-making	Role-playing exercises	Sharing real-life EI experiences	Case studies and problem-solving	Self-Awareness - PositivePsychology	CO4	PPT + Notes	Articles on EI	Peer review
40	L40	4	Critical Thinking	Apply critical thinking to problem-solving	Exercises on logic and reasoning	Discussion on problem-solving scenarios	Analytical exercises	<a href="https://en.wikipedia.org/wiki/Critical">https://en.wikipedia.org/wiki/Critical</a>	CO4	PPT + Notes	Research articles	Problem-solving task
41	L41	4	Problem Solving	Apply critical thinking to problem-solving	Exercises on logic and reasoning	Discussion on problem-solving scenarios	Analytical exercises		CO4	PPT + Notes	Research articles	Problem-solving task
42	L42	4	Stress and Time Management	Develop strategies for managing stress	Stress management workshops	Sharing personal challenges	Scenario-based planning	<a href="https://www.researchgate.net/publication/32554611">https://www.researchgate.net/publication/32554611</a>	CO4	PPT + Notes	Articles on stress/time management	Reflective journal

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43	L43	4	Recognizing Stress- Signs, Symptoms,	Develop strategies for managing stress	Stress management workshops	Sharing personal challenges	Scenario-based planning	<a href="https://www.webmd.com/balance/stress-management/stress-symptoms-effects_of-stress-on-the-body">https://www.webmd.com/balance/stress-management/stress-symptoms-effects_of-stress-on-the-body</a>	CO4	PPT + Notes	Articles on stress/time management	Reflective journal	
44	L44	4	Impact Strategies for Stress	Develop strategies for managing stress	Stress management	Sharing personal challenges	Scenario-based	<a href="https://orwh.od.n">https://orwh.od.n</a>	CO4	PPT + Notes	Articles on stress/time	Reflective journal	
45	L45	4	Time Management Techniques	Learn to manage time effectively	Time-blocking exercises	Group exercises on planning	Simulated planning tasks	Time Management Tips	CO4	PPT + Notes	Productivity tools	Weekly plans review	
46	L46	4	Revision and Practical Application	Reinforce all concepts and skills	Practice with real-life scenarios	Team exercises for skill integration	Problem-solving in mixed setups		ALL	Consolidated materials	All related articles and resources	Final assessments	

Note : 1 Credit (Theory) =15 Hrs. In a Semester; 1 Credit (Practical) =30 Hrs. In a Semester.  
Suggested Readings :-(Latest Edition)

TEXTBOOKS:

TB1	Alex. Dr. K. Soft skills Know Yourself and Know The World, S Chand & Company
TB2	Kavita Tyagi and Padma Mitra, "Advanced Technical Communication", PHI
TB3	Goleman, D., Emotional Intelligence: Why it can matter more than IQ, Bantam Books.
TB4	Personality Development and Soft Skills, Barun K. Mitra, Oxford Higher Education

REFERENCE BOOKS:

RB1	Kaul, Asha, (2009), Business Communication (7th edition) PHI Learning
RB2	Tuhovsky, Jan, Communication Skills Training Bupa Publication India.
RB3	Herta A Murphy, Herbert W Hildebrandt and Jane P Thomas, "Effective Business I.
RB4	Kavita Tyagi and Padma Mitra, "Basic Technical Communication", PHI, 2011.

JOURNALS:

1	Journal of Technical Writing and Communication
2	Technical Communication Quarterly
3	International Journal of Business Communication
4	Journal of Business and Technical Communication
5	Business and Professional Communication Quarterly
6	Written Communication
7	The English Journal
8	Technical Communication (Society for Technical Communication)
9	Journal of Second Language Writing
10	Discourse and Communication

Name of Faculty:

Ms. Geeta

Head of Department:

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Date:

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