

**Objective(s)**

The focus of the course is to develop a wide variety of soft skills starting from communication, to working in different environments, developing emotional sensitivity, learning creative and critical decision making, developing awareness of how to work with and negotiate with people and to resolve stress and conflict in ourselves and others.

**Unit I****Basics Communication skills**

Understanding the communicative environment, What to listen for and why, When to speak and how, Starting and sustaining a conversation

**Unit II****Presentation and interaction**

What to present and how, Multimedia presentation: Understanding the basics , Communication styles , Speaking in groups

**Unit III****Visual, nonverbal and aural communication**

The world of visual culture, Visual perception, The aural: Its relevance and impact, The body and the way it communicates, The face, its expressions and what it says

**Unit IV****Interpersonal communication**

Individuals, groups and cultures: Building Relationships, Understanding Group Dynamics, Groups, Conflicts and their Resolution, Social Network, Media and Extending Our Identities, Emotional and social skills

**Unit V****Developing key traits**

Creativity, critical thinking and problem solving, motivating oneself, art of persuasion, from persuasion to negotiation, leadership and motivating others

**Essential and vocational skills: survival strategies**

Managing time, Managing stress, Resilience, Work-life balance, Applying soft-skills to workplace