



**NAIPUNNYA**  
**SCHOOL OF MANAGEMENT**

**A Project of the Archdiocese of Ernakulam - Angamaly**  
**Affiliated to the University of Kerala**  
**Accredited by NAAC with A Grade**  
**An ISO Certified Institute**

**ADD ON COURSE 2022-23**

**CC HM 1151**

**CERTIFICATE COURSE  
IN SOFT SKILL FOR  
INTERPERSONAL  
DEVELOPMENT**

**DEPARTMENT OF HOTEL MANAGEMENT**

## NP-NAAC-DQAC-NIHM-F22-Add-on Course - Certificate Programmes

### CERTIFICATE COURSE IN SOFT SKILL FOR INTERPERSONAL DEVELOPMENT (CC HM 1151)

**Introduction:** Soft skills comprise pleasant and appealing personality traits as self-confidence, positive attitude, emotional intelligence, social grace, flexibility, friendliness and effective communication skills. It represents a fundamental attribute that today's knowledge based economy is demanding from its employers, employees and businesses. For up gradation individuals and organizations must be prepared to develop and utilize new skills.

**Total no of hours** - **30 hours**

**Mode of Examination** - **Theory (01-hour exam)**

#### **Objective:**

To create a unique academic space of global reckoning, nurturing the finest management thinking, creating innovative, futuristic, socially responsible and environmentally sensitive practitioners, leaders and educators

#### **Key Learning Outcomes:**

By the end of the course, the students will be able to:

The purpose of this course is to offer students an opportunity to inculcate social responsibility and environmental sensitivity by bridging community-institution gaps by working actively towards creating social good. SDPs provide an opportunity for students to advance their learning while working with organizations and people, who work for social welfare. Such organizations operate from social benefit perspective. They are often unable to manage their strategic and managerial challenges to ensure sustainability and scalability of their efforts. The objective of social development project (SDP) is to help such organizations and people in their efforts. In the process, students get an opportunity to appreciate and understand the problems of organizations working for social welfare

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### Syllabus

**Module I: Interview Skills 6 Hours**

- Types of Interviews
- Phase of an Interview
- Questions at Interviews
- Online/ Telephonic Interview
- Mock Interviews

**Module II: Group Discussions 6 Hours**

- Strategies in a GD
- Process of a GD
- Structuring a GD
- Uses of appropriate body language
- Group discussions - Exercises

**Module III: Public Relations and Telephonic Skills 6 Hours**

- Interpersonal skills at the work place
- Etiquette
- Telephone Skills
- Stress Management

**Module IV: Soft Skill for Team Building 6 Hours**

- Characteristic of good team
- Team building
- Soft Skills for team building

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- Making an effective team

### Module V: Relationships in the Professional World

6 Hours

- Personality types
- Professional etiquette
- Responsibilities and rights of professionals
- Managing multiple roles
- Time Management

#### Books Recommended

- English for Carrers, Pearson, MG University Kerala