**Name of the Course:** All Branches in Diploma in Engineering and Technology  
(Development of Life Skills - II)

<table>
<thead>
<tr>
<th>Units</th>
<th>CONTENTS</th>
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</table>
| **Unit - 1** | Interpersonal Relation  
Importance, Interpersonal conflicts, Resolution of conflicts, Developing effective interpersonal skills - communication and conversational skills, Human Relation Skills (People Skills) |
| **Unit - 2** | Problem Solving  
1. Identify, understand and clarify the problem  
2. Information gathering related to problem  
3. Evaluate the evidence  
4. Consider feasible options and their implications  
5. Choose and implement the best alternative  
6. Review  
II) Problem Solving Technique  
1. Trial and Error, 2. Brain Storming 3. Thinking outside the Box |
| **Unit - 3** | Presentation Skills  
Concept, Purpose of effective presentations,  
*Components of Effective Presentations:*  
understanding the topic, selecting the right information, organising the process interestingly, Good attractive beginning, Summarising and concluding, adding impact to the ending,  
*Use of audio-visual aids:* OHP, LCD projector, White board,  
*Non-verbal communication:* Posture, Gestures, Eye-contact and facial expression, Voice and Language - Volume, pitch, Inflection, Speed, Pause, Pronunciation, Articulation, Language  
Handling questions - Respond, Answer, Check, Encourage, Return to presentation  
*Evaluating the presentation:* Before the presentation, During the presentation, After the presentation |

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<th>Maximum Marks: 50</th>
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<tr>
<td>Semester: 4th</td>
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<tr>
<td>Duration: One Semester (16 hours)</td>
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<tr>
<td>Theory: 01 hrs / week</td>
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<td>Tutorial: -- hrs / week</td>
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<td>Practical: 02 hrs / week</td>
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| Unit - 4 | Looking for a Job  
Identifying different sources announcing Job vacancies,  
Skim, scan and read advertisements in detail,  
write efficacious CVs,  
write covering letters to accompany CVs,  
write Job Application Letters - in response to advertisements and self-applications | 5 |
|---|---|
| Unit - 5 | Job Interviews  
Prepare for Interviews:  
Intelligently anticipating possible questions and framing appropriate answers,  
Do's and don'ts of an interview (both verbal and non-verbal),  

Group Discussion:  
Use of Non-verbal behaviour in Group Discussion,  
Appropriate use of language in group interaction,  
Do's and don'ts for a successful Group Discussion | 10 |
| Unit - 6 | Non-verbal - graphic communication  
Non - verbal codes: A - Kinesics, B - Proxemics, C- Haptics, D - Vocalics, E- Physical appearance, F- Chronemics, G - Artifacts  
Aspects of Body Language | 6 |
| Unit - 7 | Formal Written Skills:  
Memos, E-mails, Netiquettes,  
| **Total** | **48** |

### Sessional Activities

| Unit - 1 | Interpersonal Relation  
Case Studies:  
1. from books  
2. from real life situations  
3. from students’ experiences  
Group discussions on the above and step by step write of any one or more of these in the sessional copies |
|---|---|
| Unit - II | Problem Solving  
Case Studies:  
1. from books  
2. from real life situations  
3. from students’ experiences  
Group discussions on the above and step by step write of any one or more of these in the sessional copies |
| Unit - III | Presentation Skills  
Prepare a Presentation (with the help of a Powerpoint) on a Particular topic. The students may refer to the Sessional activity (sl. No. 8) of the Computer Fundamental syllabus of Semester 1. For engineering subject-oriented technical topics the co-operation of a subject teacher may be sought. Attach handout of PPT in the sessional copy |
| Unit - IV | Looking for a job  
Write an effective CV and covering letter for it.  
Write a Job Application letter in response to an advertisement and a Self Application Letter for a job. |
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<tr>
<th>Unit - V</th>
<th>Job Interviews &amp; Group Discussions</th>
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<tr>
<td></td>
<td>Write down the anticipated possible questions for personal interview (HR) along with their appropriate responses</td>
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<td>Face mock interviews. The co-operation of HR personnels of industries may be sought if possible</td>
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<td>Videos of Mock Group Discussions and Interviews may be shown</td>
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<tr>
<td>Unit - 7</td>
<td>Formal Written Skills</td>
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<tr>
<td></td>
<td>write a memo,</td>
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<td>write an effective official e-mail,</td>
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<td>write a letter of enquiry, letter of placing orders, letter of complaint</td>
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