

## **M.Com (HRD)**

### **II Semester**

#### **PAPER CRE451: PERSONAL AND INTERPERSONAL EFFECTIVENESS**

**Objective: To understand and appreciate the role and relevance of soft skills and to equip the students with those competencies to enhance their personal and interpersonal effectiveness through experiential learning processes.**

**Unit -1: Personal Effectiveness:** Perception – Characteristics of the perceiver and individual differences – Perceptual object – Situational influences – Perceptual process – Perception Vs Reality – Self image, self-respect, self-esteem – Power of the human mind – Six departments of the mind: Ego (seat of will power), faculty of the emotions (seat of the action power of the mind), faculty of reason (seat of judgement and opinions), faculty of imagination (origin of ideas and plans), conscience (the moral guide of the mind), memory (keeper of the records of the mind) – Human brain and its functions: Left hemisphere and right hemisphere of the brain – Conscious, sub-conscious and super-conscious mind – Perceptual and mental blocks – Dreams and hopes – Low Vs High self-esteem behavioural patterns – Ideal self, social self and real self – Johari Window: open self, blind self, hidden self, unknown/ undiscovered self – Personal SWOT Analysis – Assertiveness and self-confidence – Intuition, hunches, telepathy – Brain-stilling & Concentration – Ways to Conquer worry: refute the worry, postpone anxiety, replacing fear with concern, fixing it – taking control of long-distance worrying.

**Unit -2: Beliefs, Values and Attitudes:** Belief Vs Faith – Personal ethics and value system – core values: trust, empathy, conviction, compassion, commonsense, contentment, honesty, sincerity, openness, authenticity, gratitude, wisdom – Management of frustration, cynicism, skepticism and disengagement – Fear and phobia – Types of fear: fear of poverty, fear of failure, fear of committing mistakes, fear of criticism, fear of loss of love of someone, fear of loss of liberty, fear of ill-health (Hypochondria), fear of retirement, fear of old age, fear of death – causes and management of success and failure – Winners and quitters – Process happiness and destination happiness – Autosuggestions and positive psychological strokes – Types of attitudes: enthusiastic, indifferent, positive, negative and hostile attitudes – attitude and behavior relationship – Destiny, fate and luck – Perfection Vs Excellence – Adult learning curve and learning cycle – Role models – Involvement Vs Commitment.

**Unit -3: Effective Communication and Human Relations Skills:** Oral, written and non-verbal (body language/ kinesics) communication – Art of listening – barriers to effective listening – overcoming such barriers – Presentation and public speaking skills – stage fright and fight Vs flight response – curiosity and powers of observation - conducting meetings and recording the proceedings – public relations skills – interpersonal communication and the territorial space: intimate distance, personal distance, social distance, public distance – Communication breakdown – Transaction Analysis: Ego states and Life positions – conflict resolution and relationship building techniques and strategies – Handling the ego of your boss – Handling toxic behaviours of superiors, peers and subordinates – emotional intelligence, patience, persistence and perspiration – Networking – Receiving and giving criticisms and compliments – Questioning and feedback skills – Building intimacy and rapport.

**Unit -4: Problem-Solving, Decision-Making, Team-Building and Leadership Skills:**

Identifying and defining the problem – 5W & 1H (who, what, where, when, why, how) of problem diagnosis and analysis – problems with full, partial and no solutions – Indecision and procrastination – creativity and ‘out of box’ thinking – ‘decisions-actions-consequences’ sequential analysis – Proactive, reactive and non-active persons – Well-informed decisions – trust and teambuilding skills – upward spiral of trust – trusting mindset and relationships – Leadership styles and leadership effectiveness – Execution excellence – Time management skills – Work-life balance – Happiness, peace of mind, life satisfaction – Stress Management: stressors, strains, coping strategies – handling inferiority complex and depression – coaching, mentoring, negotiating and counseling skills – Laughter, meditation and yoga.

**Unit -5: Employability and Competitive Advantage Skills: Qualification Vs Competency –**

Conceptual, technical, behavioural and administrative competencies – Soft skills and life skills – Preparation of Biodata, Curriculum Vitae and Resume – Group discussion and role play skills – case analysis and presentation – Arguments Vs discussion – Facing an employment interview: before, during and after processes – Minimising tensions, nervousness, diffidence and maximising effectiveness – Competing within and continuous learning – Lifelong learning – Learning by committing mistakes – setting and achieving goals – Reasons for not setting clear and realistic goals – Rumors and gossiping – Humor and Courtesy – humility, caring and sharing – Internal and external locus of control – Comfort zone – creative visualization – Purpose, pride and direction in life – Building a pleasing and positive personality.

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