CVM UNIVERSITY
Aegis: Charutar Vidya Mandal (Estd.1945)

FACULTY OF ENGINEERING & TECHNOLOGY

Effective from Academic Batch: 2020-21

Programme: **Bachelor of Engineering (Information Technology)**

Semester: **IV**

Course Code: **102003404**

Course Title: **Technical Writing and Soft Skills**

Course Group: **Humanities, Social Science and Management Course**

Course Objectives: This uniquely designed course aims at thorough understanding of the fundamental soft skills and of their practical social and workplace usage. It helps participants to communicate effectively and to carry themselves confidently and in harmony with the surroundings. They also learn how to identify and overcome the barriers in interpersonal relationships, and to employ oral and written communication, teamwork, leadership, problem-solving and decision-making skills, to gain best results.

Teaching & Examination Scheme:

Contact hours per week			Course Credits	Examination Marks (Maximum / Passing)				
				Theory		J/V/P*		Total
Lecture	Tutorial	Practical		Internal	External	Internal	External	
3	0	0	3	40 / 14	60 / 21	NA	NA	100 / 35

* **J**: Jury; **V**: Viva; **P**: Practical

Detailed Syllabus:

Sr.	Contents	Hours
1	**Technical Writing** Introduction, Objectives of Technical Writing, Characteristics of Technical Writing, Major Writing Strategies, Technical Writing Style and Language, Tips on Language Use.	07
2	**Note Making** Introduction, Note Making and Note Taking, Importance of Note Making, Importance of Note Taking, Features of Good Notes, Making Efficient Class Notes, Methods of preparing Notes, The Cornell Method, The Outlining Method, The Mapping Method, The Taxonomizing Method, The Sentence Method.	08
3	**Business Writings** Inter-office Memorandum (Memo), Structure of a Memo, Style of a Memo, Circulars, Informative Circulars, Public Circulars, Circulars of Partnerships and companies, Official Circulars, Notice, Agenda, and Minutes, Advertising, Purpose, Types, Tips.	08

4	**Writing Technical Proposal and Description** Introduction, Purpose, Importance, Types of Proposal, Structure, Technical Description, Introduction, Process Description, Guidelines for Writing Good Descriptions.	**06**
5	**Soft Skills**: An Introduction – Definition and Significance of Soft Skills, Process, Importance and Measurement of Soft Skill Development. Self-Discovery: Discovering the Self, Setting Goals, Beliefs, Values, Attitude, Virtue. Positivity and Motivation: Developing Positive Thinking and Attitude, Driving out Negativity, Meaning and Theories of Motivation, Enhancing Motivation Levels.	**06**
6	**Interview Skills**: Interviewer and Interviewee – in-depth perspectives, Before, During and After the Interview, Tips for Success. Presentation Skills: Types, Content, Audience Analysis, Essential Tips – Before, During and After, Overcoming Nervousness. Etiquette and Manners – Social and Business. Time Management – Concept, Essentials, Tips. Personality Development – Meaning, Nature, Features, Stages, Models, Learning Skills, Adaptability Skills.	**06**
7	**Decision-Making and Problem-Solving Skills**: Meaning, Types and Models, Group and Ethical Decision-Making, Problems and Dilemmas in application of these skills. Conflict Management: Conflict - Definition, Nature, Types and Causes, Methods of Conflict Resolution. Stress Management: Stress - Definition, Nature, Types, Symptoms and Causes, Stress Analysis Models and Impact of Stress, Measurement and Management of Stress. Leadership and Assertiveness Skills: A Good Leader, Leaders and Managers, Leadership Theories, Types of Leaders, Leadership Behavior, Assertiveness Skills. Emotional Intelligence: Meaning, History, Features, Components, Intrapersonal and Management Excellence; Strategies to enhance Emotional Intelligence.	**07**
	Total	**48**

Reference Books:

1	Managing Soft Skills for Personality Development –edited by B.N.Ghosh, McGraw Hill India, 2012.
2	English and Soft Skills – S.P.Dhanavel, Orient Blackswan India, 2010
3	Raman and Sharma, Technical Communication, Oxford University Press, 2012
4	Kukreja and Jain, Effective Technical Communication, S. K. Kataria & Sons, 2019
5	Lata and Kumar, Communication Skills,OUP, New Delhi, 2013
6	Pal and Korlahalli,Essentials of Business Communication, Sultan Chand & Sons

Supplementary learning Material:	
1	Lecture Notes

Pedagogy:

- Direct classroom teaching
- Audio Visual presentations/demonstrations
- Assignments/Quiz
- Continuous assessment
- Interactive methods
- Seminar/Poster presentation

Suggested Specification table with Marks (Theory) (Revised Bloom's Taxonomy):

Distribution of Theory Marks in %						**R**: Remembering; **U**: Understanding; **A**: Applying; **N**: Analyzing; **E**: Evaluating; **C**: Creating
R	**U**	**A**	**N**	**E**	**C**	
15%	14%	18%	18%	17%	18 %	

Note: This specification table shall be treated as a general guideline for students and teachers. The actual distribution of marks in the question paper may vary slightly from above table.

Course Outcomes (CO):

Sr.	Course Outcome Statements	%weightage
CO-1	To be able to understand aspects of Technical Writing	**13**
CO-2	To develop Technical Writing Skills	**15**
CO-3	To be proficient in note taking and note making	**14**
CO-4	To enhance employability skills	**13**
CO-5	To understand the significance and essence of a wide range of soft skills.	**14**
CO-6	To learn how to apply soft skills in a wide range of routine social and professional settings.	**17**
CO-7	To learn how to employ soft skills to enhance employability and ensure workplace and career success.	**14**

Curriculum Revision:	
Version:	1.0
Drafted on (Month-Year):	June-2020
Last Reviewed on (Month-Year):	-
Next Review on (Month-Year):	June-2025