Year/Sem	Course Code	Title of the Course	Course type	Course Category	H/W	Credits	Marks
I / I	PCBAB20	Organizational Behavior	Theory	Core	6	3	100

OBJECTIVES

1. To give a comprehensive view on the behavior of individuals and groups within diverse organizations and on organizational structure and processes.
2. To introduce students to theories and concepts of organizational behavior, increase knowledge and understanding of organizational behavior terminology and main concepts.
3. To develop students' skills in organizational behavior analysis, by providing practicein assessing organizational behavior problems.
4. To acquaint the students with the determinants of intra -individual, inter-personnel and inter group behaviour in organisational setting and to equip them with behavioural skills in managing people at work.

COURSE OUTCOMES

The learners will be able to

CO1: Asses an organization and classify the contributing disciplines, approaches to OB

CO2: Acquire knowledge in applying personality traits and motivational theories.

CO3: Analyze the behavior of individuals and groups in organizations in terms of key factors.

CO4: Ability to comprehend the leadership skills and effective communication systems.

CO5: Assess the potential effects of organizational factors develop skills in handling stress and manage Quality of work life.

CO	PO					
	1	2	3	4	5	6
CO1	H	L	H	H	H	L
CO2	M	M	M	M	L	H
CO3	H	M	M	M	H	H
CO4	H	H	M	M	H	H
CO5	M	H	H	M	H	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	M	M	L	M	L
CO2	M	M	H	L	M	L
CO3	H	L	M	L	H	M
CO4	H	M	M	M	M	L
CO5	H	L	L	L	L	H

H-HIGH(3), M-MODERATE(2), L-LOW(1)

Unit - I Focus and Purpose   (15 hours)

1.1 Definition , Need (K1,K2,K3)
1.2 Importance of Organizational Behavior , Nature (K1,K2,K3)
1.3 Scope , Framework , Organizational behavior models (K1,K2,K3)
1.4 Challenges of OB ,Role of OB (K1,K2,K3)
1.5 Diversity in Organizations-Discrimination-Biographical Characteristics (K1,K2,K3)
1.6 Disabilities, Implementing Diversity Management Strategies (K1,K2,K3)

Unit – II Individual Behavior   (15 hours)

2.1 Personality, Types, Factors influencing personality (K1, K2, K3)
2.2 Theories, Learning, Types of Learners (K1, K2, K3)
2.3 Learning process, Learning theories, Organizational behavior modification (K1, K2, K3)
2.4 Emotional Intelligence, Attitudes, Characteristics, Components, Formation (K1, K2, K3)
    Measurement, Values, Perception, Importance
2.5 Factors influencing perception, Impression Management (K1, K2, K3)
2.6Motivation, Theories, Maslow, Herzberg, Mc Clleland, Vrooms , X and Y Theory (K1, K2, K3)

Unit – III Group Behavior   (15 hours)

3.1 Groups in organizations, Influence (K1, K2, K3, K4)
3.2 Group dynamics (K1, K2, K3, K4)
3.3 Formal and informal (K1, K2, K3, K4)
3.4 Group cohesiveness, Group decision making techniques (K1, K2, K3, K4)
3.5 Interpersonal behaviour (K1, K2, K3, K4)
3.6 Work teams, Concept,Types, Effective teams (K1, K2, K3, K4)

Unit – IV Leadership and Power   **(15 hours)**

4.1 Meaning, Importance (K1, K2, K3, K4)
4.2 Leadership styles, Theories, Leaders Vs Managers (K1, K2, K3, K4)
4.3 Sources of power, Power centers (K1, K2, K3, K4)
4.4 Power and politics, Communication (K1, K2, K3, K4)
4.5 Functions, Model, Choice of Communication (K1, K2, K3, K4)
4.6 Barriers to Effective Communication (K1, K2, K3, K4)

Unit – V   Dynamics of Organizational Behavior   **(15 hours)**

5.1 Organizational Change, Importance (K1, K2, K3, K4)
5.2 Stability Vs change, Proactive Vs Reactive change (K1, K2, K3, K4)
5.3 Change process, Resistance to change, Managing change , Stress (K1, K2, K3, K4)
5.4 Work stressors, Prevention and management of stress (K1, K2, K3, K4)
5.5 Balancing work and life, Organizational Development (K1, K2, K3, K4)
5.6 Characteristics, Objectives, Organizational interventions(K1, K2, K3, K4)
Note: Case studies for all units. (K5,K6)

Text Books
1. Stephen P. Robins, Organizational Behavior, PHI Learning Pearson Education, 11th Edition, 2008.
2. Stephen P. Robbins,Timothy A.Judge, Neharika Vohra, Organizational Behavior, PHI Learning Pearson Education, 18th Edition, 2019.

References
1. Schermerhorn, John Wiley, Hunt and Osborn, Organizational Behavior, 9th Edition, 2008.
2. Udai Pareek, Understanding Organizational Behavior, Oxford Higher Education, 2nd Edition, 2004.

Websites
1. www.obweb.org
2. www.coursera.org

PCBAI20 - HUMAN RESOURCE MANAGEMENT

Year/Sem	Course Code	Title of the Course	Course type	Course Category	H/W	Credits	Marks
I / II	PCBAI20	Human Resource Management	Theory	Core	6	3	100

OBJECTIVES

1. To Provide insights on the basics of Human Resource Management.
2. To acquire skills on theoretical concepts for being a better employee in an organization.
3. To ascertain the significance of orientation and development of an employee with in an Organization.
4. To familiarize the methods to retain the skilled professionals within the Organization.
5. To absorb the outline of HRM in technically upgraded Business world.

COURSE OUTCOMES

The learners will be able to
CO1: Acquire Knowledge on the perspectives of HRM
CO2: Understand the formation of the concept of Best Fit Employee for ajob
CO3: Study the Process of Executive and Career Development Programme
CO4: Understand the concepts, Benefits, of Sustaining Employee Interest
CO5: Acquires knowledge on Challenges in HRM .

CO	PO					
	1	**2**	**3**	**4**	**5**	**6**
CO1	H	M	H	H	H	M
CO2	H	H	H	H	H	M
CO3	M	H	H	M	H	H
CO4	M	M	M	M	M	H
CO5	H	H	H	H	M	H

PSO

CO	1	2	3	4	5	6
CO1	H	H	H	M	L	M
CO2	H	H	H	H	L	H
CO3	H	H	H	M	H	H
CO4	H	H	H	H	L	H
CO5	H	H	H	M	H	H

H-HIGH(3), M-MODERATE(2), L-LOW(1)

Unit I: Perspectives in HRM (15 hours)

1.1 Evolution of HRM, Introduction, Functions and Objectives of HRM (K1,K2

1.2 Qualities, Personnel Policies and Principles (K1, K2)

1.3 Human Resource Accounting and Audit,(K1, K2)

1.4 Importance, Factors affecting HRP, (K1, K2, K3)

1.5 Planning Process of HRP (K1, K2, K3)

1.6 HRIS, Requisites, Barriers to HRP (K1, K2, K3, K4)

Unit II: Elements of Supply & Demand(15 hours)

2.1 Recruitment, Importance, Factors Governing Recruitment, Internal and External factors,
   Recruitment Process, Internal & External Recruitment(K1, K2, K3, K4)

2.2 Selection, Process, Barriers to effective Selection (K1, K2, K3)

2.3 Inputs in Training & Development, Training Process, Types, Impediments (K1, K2, K3,)

2.4 Transfer - (K1, K2, K3)

2.5 Promotion (K1, K2)

2.6 Demotion. (K1, K2)

Unit III: Executive Development (15 hours)

3.1 Executive Development Programme, Process (K1, K2, K3,K4)

3.2 Orientation, Purpose, Requisites of an effective orientation Programme (K1, K2, K3)

3.3 Placement (K1, K2, K3)

3.4Performance Appraisal, Objectives, Process, Methods (K1, K2, K3)

3.5 Career Development (K1, K2, K3)

3.6 Career Planning (K1, K2, K3)

Unit IV: Sustaining Employee Interest (15 hours)

4.1 Remuneration, Rewards, Components, Factors , Challenges (K1, K2,K3,K4)
4.2 Concepts of Wages (K1, K2,)
4.3 Employee benefits and Services, Importance and Types (K1, K2)
4.4 Empowering employees, Scope and ways, Importance and Limitations - (K1, K2, K3)
4.5 Disputes, Causes, Settlement (K1, K2, K3)
4.6 Grievance Procedure (K1, K2, K3)

UNIT V: Challenges in HRM (15 hours)

5.1 HR Ethics (K1, K2,K3)
5.2 e HR activity(K1, K2,K3)
5.3 Challenges of HR, Global HR (K1, K2, K3)
5.4 Workforce Diversity (K1, K2, K3)
5.5 Competency Mapping (K1, K2, K3, K4)
5.6 Knowledge Management (K1, K2, K3)
Note: Case studies for all Units.(K5.K6)

Text Books

1. Aswathappa – Human Resource Management, 6th Edition & 8th Edition – Tata McGraw Hill Publication,2010.
2. Dessler, Garry V – Human Resources Management, 7th Edition – PHI,2010

References Books

1. Memoria C.B. and Memoria .S. – Personnel Management, 21st Edition – Himalaya publishing House,2010
2. Bernadin, Human Resource Management, Tata McGraw Hill,2006.

Websites

1. www.network.hrmtoday.com.
2. www.edx.org

PCBAP20 INTERNATIONAL BUSINESS AND ETHICS

Year/Sem	Course Code	Title of the Course	Course type	Course Category	H/W	Credits	Marks
II/IV	PCBAP20	International Business and Ethics	Theory	Core	6	3	100

COURSE LEARNING OBJECTIVES
1. To Develop Knowledge on Business Strategies and Culture in International Aspect and Familiarise the Learners with the International Trade and Business.
2. To acquire Skills on Foreign Direct Investments to implement in International Business.
3. To comprehend ethics in the work place.
4. To assist the students to know about emotional intelligence, IQ, Coping strategies, conflict resolution, effective communication.

COURSE OUTCOMES
The learners will be able to
CO1: Understand the emergence and needs of Globalization in Business and acquire the concepts of International Business theories and Strategies.
CO2: Study the requisites of FDI & Global Monetary System.
CO3: Understand the Culture Differences in Business.
CO4: Acquire the knowledge on Ethics in the workplace.
CO5: Analyze the Ethical issues and challenges.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	H	M	M	H
CO2	H	M	H	M	M	M
CO3	M	M	H	M	H	M
CO4	M	H	M	H	H	H
CO5	M	H	M	H	M	H

CO	PSO					
	1	**2**	**3**	**4**	**5**	**6**
CO1	H	M	M	L	M	H
CO2	H	M	H	L	M	H
CO3	H	L	M	L	H	H
CO4	H	M	M	M	M	H
CO5	H	L	L	L	L	H

H-HIGH(3), M-MODERATE(2), L-LOW(1)

Unit I: Introduction and Trade Theory (15 hours)

1.1 Evolution of International Business, Nature of International Business (K1, K2, K3)
1.2 Emergence of Globalization, Managing Across Cultures - Strategies for Going International (K1, K2, K3)
1.3 International trade theory, Benefits of Foreign Trade, New Trade Theory (K1, K2, K3)
1.4 Globalization- Drivers & Restrainers of International Globalization (K1, K2, K3)
1.5 International Business, Types (K1, K2, K3)
1.6 Comparison between International and Domestic Business (K1, K2, K3)

Unit II: Foreign Direct Investment (15 hours)

2.1 Nature , Need , Theories of FDI (K1,K2, K3,K4)
2.2 Factors Influencing FDI. (K1, K2, K3, K4)
2.3The Global Monetary System (K1,K2,K3,K4)
2.4 Foreign Exchange Market (K1,K2,K3,K4)
2.5 Functions of Foreign Exchange Market(K1,K2,K3,K4)
2.6 Major International Financial Markets. (K1,K2,K3,K4)

Unit III: Differences in Culture (15 hours)

3.1 Need , Cultural Predispositions (K1,K2,K3,K4)
3.2 Cultural Models (K1,K2,K3,K4)
3.3 Communicating Across Cultures (K1,K2,K3,K4)
3.4 Barriers to Effective Cross(K1,K2,K3,K4)
3.5 Cultural Communication (K1,K2,K3,K4)
3.6 Human Resource Practices in the National Context(K1,K2,K3,K4)

Unit IV: Ethics in Workplace   (15 hours)

4.1 Business Ethics , Importance , Levels (K1,K2,K3,K4)
4.2 Myths , Law versus ethics , Legal versus moral business (K1,K2,K3,K4)
4.3 Rights and duties of emPOyees (K1,K2,K3,K4)
4.4 Personnel policies , Trade unions (K1,K2,K3,K4)
4.5 Workplace ethics ,Health and Safety (K1,K2,K3,K4)
4.6 Conflict Discrimination , Sexual Harassment. (K1,K2,K3,K4)

Unit V: Ethical Challenges   (15 hours)

5.1 Environmental Challenges (K1,K2,K3,K4)
5.2 Role of Government (K1,K2,K3,K4)
5.3 Challenges of cyber Act (K1,K2,K3,K4)
5.4 Challenges of Violence (K1,K2,K3,K4)
5.5 Business and Terrorism (K1,K2,K3,K4)
5.6 Multinational Challenges of Gender rights and Human rights. (K1,K2,K3,K4)

Note: Case Studies for all Units(K5.K6)

Text Books:
1. Francis Cherunilam., International Business: Text and Cases, 5th Edition, PHI Learning,2010.
2. K.Aswathappa, International Business, 6th Edition, McGraw Hill Education,2015

Reference Books:
1. Hill, C.W.L. and Jain, A.K., International Business: Competing in the Global Marketplace, 6th Edition, Tata McGraw-Hill Education,2008.
2. Ball, D., Geringer, M., Minor, M. and McNett, J., International Business: The Challenge of Global Competition, 11th Edition, Tata-McGraw-Hill Education,2009.

Websites
1. www.globethics.net,
2. www.mhhe.com/aswathappaib6e

INDEPENDENT ELECTIVE PAPER - 1

PIBAA20 - MANAGEMENT CONCEPTS IN THIRUKKURAL

Year/ Sem	Course Code	Title of the Course	Course type	Course Category	H/W	Credits	Marks
I / I	PIBAA20	Management Concepts in Thirukkural	Theory	Independent Elective	-	2	100

OBJECTIVES

1. To Furnish and Prepare the Learners to expose the students of Management Studies to learn Business Ethics from related Thirukkural Verses
2. To Familiarize the Learners with the Essentials of Goal Setting and Investment Decision through Thirukkural
3. To Imbibe the Wards on Executing Decision Making Process and Leadership
4. To inhibit knowledge on Social Responsibility and Stress Management
5. To Generate Awareness on Personnel Selection and their welfares

COURSE OUTCOMES

The learners will be able to

CO1: Acquire Knowledge on Verses of Thirukkural in Business Ethics

CO2: Understand the formation and need for Decision Making Process and Leadership

CO3: Study the requisites of Goal Setting and Capital Investment Decision

CO4: Understand the Concepts and Scope of Social Responsibility and Stress Management

CO5:Acquire knowledge on Personnel Selection and Welfare.

CO	PO					
	1	2	3	4	5	6
CO1	H	M	M	H	H	M
CO2	M	M	M	M	H	M
CO3	H	M	H	H	M	M
CO4	H	H	H	M	M	H
CO5	H	H	H	H	H	M

CO	PSO					
	1	2	3	4	5	6
CO1	H	M	H	M	H	H

CO2	H	H	M	H	H	H
CO3	H	H	H	M	H	H
CO4	H	H	H	H	H	H
CO5	H	H	H	M	H	H

H-HIGH(3), M-MODERATE(2), L-LOW(1)

Unit I - Business Ethics in Thirukkural

1.1 Business Ethics – Definition (K1, K2)
1.2 Concept (K1, K2)
1.3 Principles (K1, K2,K3)
1.4 Ethical Challenges for Business (K1, K2, K3)
1.5 Adapting to Changing Environment in Verse 474, 426 and verse 140 (K1, K2, K3)
1.6 Learning the Intricacies of Different Tasks in Verse 462 and 677(K1, K2, K3,K4)

Unit II - Decision Making and Leadership in Thirukkural

2.1Decision Making (K1, K2)
2.2 Principles in Decision Making – Verse 948, 472, 467, 663 (K1, K2)
2.3 Techniques for Improving Decision Making (K1, K2, K3)
2.4 Leadership in Verse 436, 770, and 994. (K1, K2, K3)
2.5 Features (K1, K2, K3)
2.6 Theories (K1, K2, K3. K4)

Unit III - Goal Setting and Investment Decision in Thirukkural

3.1Goal Setting, Definition (K1, K2)
3.2 Guidelines (K1, K2)
3.3 Benefits (K1, K2)
3.4 Planning Verse 468 (K1, K2, K3)
3.5 Types of Plans (K1, K2, K3)
3.6 Capital Investment Decision Verse 471,461 and 478 (K1, K2, K3, K4)

Unit IV - Social Responsibility and Stress Management in Thirukkural

4.1Social Responsibility of Business (K1, K2)
4.2Types (K1, K2)
4.3Examples of Corporate Social Responsibility (K1, K2, K3)
4.4Stress Management (K1, K2, K3)
4.5Ways to Reduce Stress (K1, K2, K3)
4.6Stress Management according to Thiruvalluvar (K1, K2, K3, K4)

Unit V - Staffing in Thirukkural

5.1 Selection and Employment Verse 515 (K1, K2)

5.2 Importance & Methods of Selection (K1, K2, K3)

5.3 Personnel Welfare in Verse 520 (K1, K2, K3)

5.4 Staffing in Verse 517 (K1, K2)

5.5 Nature of Staffing (K1, K2)

5.6 Importance of Staffing (K1, K2, K3)

Note: Case Studies for all Units. (K5.K6)

Text Books:

1. K.Nagarajan - Management Thoughts in Thirukkural,, ANMOL Publications PVT Ltd 4374/4B Ansari Road, New Delhi 110 002, 2011.

Reference Books:

1. SM.Veerappan and T.Srinivasan - Management MANTRAS from Thirukkural — Vikash Publishing House Pvt Ltd, Jangpura – NewDelhi 110 014,2002

Websites

1. www.coursera.org

INDEPENDENT ELECTIVE PAPER - 3

PIBAC20 - INDUSTRIAL SAFETEY AND POLLUTION MANAGEMENT

Year/ Sem	Course Code	Title of the Course	Course type	Course Category	H/W	Credits	Mark
I / I	PIBAC20	Industrial Safety and Pollution Management	Theory	Independent Elective	-	2	100

OBJECTIVES

1. To Acquaint the Students about Safety Management, Responsibilities of Safety, Safety Officer& Committee
2. To Gain Insight on IndustrialAccidents
3. To Imbibe the Methods of Maintaining Harmony within theIndustry
4. To Ascertain the Procedures of EnvironmentalSafety
5. To Inhibit Knowledge on Environmental PollutionAct

COURSE OUTCOMES   (CO)

The learners will be able to
CO1: Acquire Knowledge on Industrial safety Management
CO2: Understand the formation and need for insight on Industrial Accidents
CO3: Attain knowledge in the requisites of legal provisions towards Safety
CO4: Understand the concepts of Environmental Management
CO5: Acquires knowledge on Environmental Pollution Act.

CO	PO					
	1	2	3	4	5	6
CO1	M	M	M	H	M	M
CO2	M	M	H	H	M	H
CO3	H	H	H	H	H	H
CO4	H	H	H	M	H	H
CO5	M	H	M	M	H	H

CO	PSO					
	1	2	3	4	5	6
CO1	H	H	H	H	M	M
CO2	H	H	H	M	M	H
CO3	H	H	H	H	H	H
CO4	H	H	H	H	H	H
CO5	H	H	H	M	H	H

H-HIGH (3), M-MODERATE (2), L-LOW (1)

Unit I: Management of Safety in Industry

1.1 Concept (K1, K2)
1.2 Applicable areas - Unsafe actions and Conditions (K1, K2)
1.3 Responsibility of Safety – Society, Government, Management, Union and Employees Appointment (K1, K2, K3)
1.4 Qualification (K1, K2)
1.5 Duties of Safety Officer (K1, K2)
1.6 Safety Committee – Membership - Functions –Scope of Safety – Training of employees for Safety in Industrial Operations (K1, K2, K3, K4)

Unit II: Industrial Accidents

2.1Causes & effects of Industrial Accidents (K1, K2)
2.2 Accident Ratio Theory (K1, K2, K3)
2.3 Cost of Accidents (K1, K2)
2.4 Impact of Accidents on employees (K1, K2, K3)
2.5 Responsibility in the prevention of Accidents (K1, K2, K3)
2.6 Union, Management, Society and their role.(K1, K2,K3,K4)

Unit III: Legal Provisions Regarding Safety
3.1 Legal provisions regarding safety (K1, K2)
3.2 Accident Prevention & Compensation under Factories Act -1948 (K1, K2, K3)
3.3 Fatal Accident Act (K1, K2)
3.4Functions of National Safety Council –Accidents – Recording – Investigation – Analysis and Reporting (K1, K2, K3, K4)
3.5 Workmen Compensation Act 1923 (K1, K2, K3)
3.6 ESI Act Public Liabilities Insurance Act – 1991 (K1, K2, K3)

Unit IV: Industrial Enchantment for Environmental Safety
4.1Environmental Protection Act 1986 (K1, K2)
4.2 Definition (K1, K2,)
4.3 Occupier (K1, K2)
4.4Handling of Hazardous Substance (K1, K2, K3,K4)
4.5 Offences by Companies (K1, K2, K3)
4.6 Penalties for the Contravention of the Act (K1, K2, K3)

UNIT V: Environmental Pollution Act
5.1 Air Pollution Act 1942- Definition – Air Pollution (K1, K2)
5.2 Chimney – Approval & Its Role (K1, K2, K3)
5.3 Fuel – Emission, Powers & Functions of Central & State Boards (K1, K2, K3)

5.4Water Pollution Act 1974 – Definition – Sewage & Trade effluent – Outlet stream
Offences by Companies, Penalties & Procedures (K1, K2, K3,K4)
5.5 Noise Pollution Act – Definition of Sound & Noise – Sources of Noise –
Measurement of Noise – Effect of Noise(K1, K2, K3)
5.6 Physiological, Psychological & Behavioral – Noise Control (K1, K2, K3)

Note: Case studies for all Units .(K5.K6)

Text Books

1. Donald Hanter , Health in Industry Penguin, London; 1st Edition edition (1959)

Reference Books

1. P. K. Trivedi Environmental Protections and Law Neha Publishers & Distributors
(1994)

Websites

www.coursera.org

<mark>INDEPENDENT ELECTIVE 12</mark>

<mark>PIBAL20 WORK LIFE BALANCE AND EMOTIONAL INTELLIGENCE</mark>

Year/Sem	Course Code	Title of the Course	Course type	Course Category	H/W	Credits	Marks
II/IV	PIBAL20	Work Life Balance and Emotional Intelligence	Theory	Independent Elective	-	2	100

OBJECTIVES
1. To equip the students to manage, time, relationship, work life, conflict and cross culture controversies.

2. To introduce students to theories and problem solving skills and cross cultural etiquette.
3. To develop students' skills related to problem solving.
4. To assist the students to know about emotional intelligence, IQ, Coping strategies, conflict resolution, effective communication.

COURSE OUTCOMES
The learners will be able to
CO1: Assess an organization and introduce to work life Balance insisting on spirituality in the work place.
CO2: Acquire knowledge critical thinking, interpersonal relations and conflict management.
CO3: Enhance creativity and get an in depth knowledge on event management.
CO4: Ability to comprehend Emotional Intelligence with is concepts and nature.
CO5: Assess the potential effects emotions with the various process in the Organization.

CO	PO					
	1	2	3	4	5	6
CO1	H	H	M	M	H	M
CO2	H	H	M	M	H	M
CO3	M	H	H	M	H	M
CO4	M	M	H	H	M	H
CO5	M	H	H	H	M	H

CO	PSO					
	1	2	3	4	5	6
CO1	L	L	L	L	L	L
CO2	L	L	M	L	L	M
CO3	L	M	M	M	M	L
CO4	L	M	M	L	M	L
CO5	L	M	L	L	M	L

H-HIGH(3), M-MODERATE(2), L-LOW(1)

Unit – I Soft skill

1.1 Introduction, Self Image, Self Esteem for image management (K1, K2, K3)
1.2 personal branding, Emotional Intelligence in Management– IQ – EQ – SQ (K1, K2, K3)
1.3 Introduction, Sources of stress, Effects of stress (K1, K2, K3)

1.4 Coping with stress, Work-life balance (K1, K2, K3)
1.5 Spirituality at work place, Time management, Importance (K1, K2, K3)
1.6 Analysis of time, Planning, Setting and achieving goal (K1, K2, K3)

Unit – II Effective Living

2.1 Critical thinking, Decision making (K1, K2, K3, K4)
2.2 Problem solving skills, Relationship Management (K1, K2, K3, K4)
2.3 Work-life balance, Crisis management, Importance (K1, K2, K3, K4)
2.4 Developing interpersonal skills**,** Conflict management (K1, K2, K3, K4)
2.5 Transactional analysis, corporate etiquette (K1, K2, K3, K4)
2.6 Cross-cultural intelligence (K1, K2, K3, K4)

Unit – III Creativity Management

3.1 Innovation (K1, K2, K3, K4)
3.2 Creativity (K1, K2, K3, K4)
3.3 Importance (K1, K2, K3, K4)
3.4 Developing creativity (K1, K2, K3, K4)
3.5 Enhancing creativity (K1, K2, K3, K4)
3.6 Event Management (K1, K2, K3, K4)

Unit - IV Mind and Emotions

4.1 Concept, Marshmallow experiment (K1, K2, K3, K4)
4.2 Consequences of low and high emotional intelligence (K1, K2, K3, K4)
4.3 Myths about EI (K1, K2, K3, K4)
4.4 Difference between and EI and IQ (K1, K2, K3, K4)
4.5 Negative and positive emotions (K1, K2, K3, K4)
4.6 Nature of EI, Development of EI (K1, K2, K3, K4)

Unit - V Managing Emotions
5.1 Learning emotional skills, recognizing emotions (K1, K2, K3, K4)
5.2 Learning to empathize, Measuring EI dealing with emotional upsets (K1, K2, K3, K4)
5.3 EI and leadership effectiveness (K1, K2, K3, K4)
5.4 Levels of EI required for various jobs (K1, K2, K3, K4)
5.5 EI and credibility of managers, EI and conflict resolution (K1, K2, K3, K4)
5.6 EI and effective communication (K1, K2, K3, K4)

Note: Case studies for all units. (K5.K6)

Text Books:

1. Shalini Verma, Enhancing Employability and Soft skills, Always Learning, Pearson Education, 1st Edition,2012.

Reference Books

1. Edgar Thorpe, Showick Therpe, Winning at Interviews, Always Learning, Pearson Education1st Edition,2012.

Websites

1. www.udmey.com