

SOFT SKILLS: PROFESSIONAL SKILLS AND CORPORATE ETIQUETTES

Course Module No.	Topics / Chapters Name
I	Team building Group Vs Teams Team formation process – Phases of group growth process (Forming, norming, storming, performing and adjourning and reviewing), Managing Team Conflicts
II	Time and Stress Management Importance of time – Managing time – Stress and source of stress – Managing stress
III	Corporate Etiquettes Telephone Etiquettes Email Etiquettes Dining Etiquettes International Etiquettes
IV	Leadership Skills Leadership, Types of leadership, Skill development to be a team leader.- Influencing process, proactive skills – synergy.