

**B.Com.(Honours)**  
**First Year - Semester I**  
**Professional Skills and Corporate Etiquettes**  
**Soft Skills**

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