

**B. K. BIRLA COLLEGE OF ARTS, SCIENCE AND COMMERCE (AUTONOMOUS),
KALYAN**

CERTIFICATE COURSE



Developing Soft Skills and Personality

Week 1: Lecture 1: Introduction: A New Approach To Learning

Lecture 2: Planning And Goal-Setting

Lecture 3: Human Perceptions: Understanding People

Lecture 4: Types Of Soft Skills: Self-Management Skills

Lecture 5: Aiming For Excellence: Developing Potential And Self-Actualisation

Lecture 6: Need Achievement And Spiritual Intelligence

Week 2: Lecture 7: Conflict Resolution Skills: Seeking Win-Win Solution

Lecture 8: Inter-Personal Conflicts: Two Examples

Lecture 9: Inter-Personal Conflicts: Two Solutions

Lecture 10: Types Of Conflicts: Becoming A Conflict Resolution Expert

Lecture 11: Types Of Stress: Self-Awareness About Stress

Lecture 12: Regulating Stress: Making The Best Out Of Stress

Week 3: Lecture 13: Habits: Guiding Principles

Lecture 14: Habits: Identifying Good And Bad Habits

Lecture 15: Habits: Habit Cycle

Lecture 16: Breaking Bad Habits

Lecture 17: Using The Zeigarnik Effect For Productivity And Personal Growth

Lecture 18: Forming Habits Of Success

Week 4: Lecture 19: Communication: Significance Of Listening

Lecture 20: Communication: Active Listening

Lecture 21: Communication: Barriers To Active Listening

Lecture 22: Telephone Communication: Basic Telephone Skills

Lecture 23: Telephone Communication: Advanced Telephone Skills

Lecture 24: Telephone Communication: Essential Telephone Skills

Week 5: Lecture 25: Technology And Communication: Technological Personality

Lecture 26: Technology And Communication: Mobile Personality?

Lecture 27: Topic: Technology And Communication: E-Mail Principles

Lecture 28: Technology And Communication: How Not To Send E-Mails!

Lecture 29: Technology And Communication: Netiquette

Lecture 30: Technology And Communication: E-Mail Etiquette

Week 6: Lecture 31: Communication Skills: Effective Communication

Lecture 32: Barriers To Communication: Arising Out Of Sender/Receiver's Personality

Lecture 33: Barriers To Communication: Interpersonal Transactions

Lecture 34: Barriers To Communication: Miscommunication

Lecture 35: Non-Verbal Communication: Pre-Thinking Assessment-1

Lecture 36: Non-Verbal Communication: Pre-Thinking Assessment-2

Week 7: Lecture 37: Nonverbal Communication: Introduction And Importance

Lecture 38: Non-Verbal Communication: Issues And Types

Lecture 39: Non-Verbal Communication: Basics And Universals

Lecture 40: Non-Verbal Communication: Interpreting Non-Verbal Cues

Lecture 41: Body Language: For Interviews

Lecture 42: Body Language: For Group Discussions

Week 8: Lecture 43: Presentation Skills: Overcoming Fear

Lecture 44: Presentation Skills: Becoming A Professional

Lecture 45: Presentation Skills: The Role Of Body Language

Lecture 46: Presentation Skills: Using Visuals


Lecture 47: Reading Skills: Effective Reading

Lecture 48: Human Relations: Developing Trust And Integrity

This certificate is computer generated and can be verified by scanning the QR code given below. This will display the certificate from the NPTEL repository, <https://nptel.ac.in/noc/>

Roll No: NPTEL21HS57S44022087


To
VIVEK ANNA MORE
102, AMEY APPARTMENT, GANESH GHAT
KATRAP ROAD, BADLAPUR EAST
BADLAPUR
MAHARASHTRA - 421503
PH. NO :8369923859



Score	Type of Certificate
>=90	Elite+Gold
75-89	Elite+Silver
>=60	Elite
40-59	Successfully Completed
<40	No Certificate

No. of credits recommended by NPTEL:2



An additional 1 credit may be awarded if the University deems it fit, based on the actual student effort involved.



Elite

NPTEL Online Certification

(Funded by the Ministry of HRD, Govt. of India)



This certificate is awarded to

VIVEK ANNA MORE


for successfully completing the course

Developing Soft Skills and Personality

with a consolidated score of 76 %


Online Assignments	23.5/25	Proctored Exam	52.13/75
--------------------	---------	----------------	----------

Total number of candidates certified in this course: 8853




Prof. Rajesh M. Hegde
Chairman, Centre for Continuing Education
IIT Kanpur

Aug-Oct 2021
(8 week course)



Prof. Satyaki Roy
NPTEL Coordinator
IIT Kanpur



Indian Institute of Technology Kanpur

FREE ONLINE EDUCATION

swayam

शिक्षित भारत, उन्नत भारत

Roll No:NPTEL21HS57S44022087

To validate and check scores: <https://nptel.ac.in/noc>