To
The Registrar
Andhra University
Visakhapatnam

Sir,

Sub: introduction of six-month Diploma in Soft Skills - regd

I am, by direction of the Vice-Chancellor dated December 1, 2015, to introduce 6-month Diploma in soft skills from the academic year 2015-2016 with the following subjects. Thus, I am sending the scheme of examinations for the diploma course. Kindly approve the same. I am enclosing the regulations and syllabus for further needful.

Diploma in soft skills

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Name of the subject</th>
<th>Maximum marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PAPER –I: Personality development and leadership skills</td>
<td>100</td>
</tr>
<tr>
<td>2</td>
<td>PAPER-II: Communication skills</td>
<td>100</td>
</tr>
<tr>
<td>3</td>
<td>Practical record</td>
<td>50</td>
</tr>
<tr>
<td>3</td>
<td>Viva voce</td>
<td>50</td>
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<td></td>
<td>Total marks</td>
<td>300</td>
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</tbody>
</table>

Thanking you.

Sincerely,

(D V R Murthy)
Paper-I: Personality Development and Leadership Skills

- UNIT-I
  - Interpersonal relations
  - Performance appraisal
  - Motivation
  - Self Confidence
    - Effects of Low Self-Confidence
    - Be unique
    - How to impress people
    - Cheer Yourself
  - Be an asset to your organization and your family

- UNIT-II
  - Self Introspection
  - Self Esteem
  - Behavior
  - Attitude
  - Personality
  - Positive thinking
  - SWOT analysis
  - Emotional intelligence
  - Dignity of labor

- UNIT-III
  - What is leadership and who is a leader?
  - The 21 essential qualities of a leader
  - Theories of Leadership
  - 16 leadership speeches
  - Are leaders born or made?
  - What makes a good leader?

- UNIT-IV
  - Communication secrets of great leaders
  - Top 15 supreme leaders of all time
  - Time management
  - Money management
  - Stress management

- UNIT-V
  - Conflict management
  - Decision making
  - Emotional Intelligence Skills
  - Assertive and Adaptive Skills
  - Goal setting
  - Team building
Paper II: Communication Skills

- UNIT-I
  - Communication
    - Verbal Communication
    - Non-Verbal Communication
- UNIT-II
  - Importance of English Language
  - Sounds
    - Voice Sounds
    - Voiceless Sounds
  - Phonetics
  - Syllables
    - Stress
    - Pitch/Tone
    - Intonation
  - Parts of Speech
  - Types of Sentences
  - Active Voice and Passive Voice
  - Direct and Indirect Speech
  - Correction of Common Errors

- UNIT-III
  - Communication skills
    - Definition and process of communication
    - Types of communication
- UNIT-IV
  - Communication models
  - Barriers of communication and tips for effective communication

- UNIT-V
  - LSRW Skills
  - Process of Listening
  - Public speaking and presenting skills
  - Business and email writing skills
  - Report Writing
  - SWs and 1 H

- UNIT-VI
  - Interview
- Types of interviews
- How to face interviews
- Creativity and innovation

- UNIT-VII
  - Different communication styles
  - Develop communication styles