

Course Code	Course Name	Credits
26PC951	SOFT SKILLS AND EMOTIONAL INTELLIGENCE TRAINING	02

Course Description

This course is designed to develop essential soft skills and emotional intelligence, including self-awareness, communication, empathy, and stress management for personal and professional success. It also aims to strengthen teamwork, conflict resolution, leadership, and adaptability skills through practical activities and real-world applications.

Course Objectives

- To develop awareness of personal emotions, behaviours, and their impact on others.
- To enhance emotional intelligence to improve personal and professional effectiveness.
- To build strong communication skills for clear and confident interactions.
- To strengthen interpersonal abilities for teamwork, collaboration, and relationship-building.

Skill Enhancement Outcomes

Upon successful completion of this course, the learner will be able to:

- Identify and regulate their emotions using key principles of Emotional Intelligence.
- Communicate effectively using verbal, non-verbal, and active listening skills.
- Demonstrate empathy and teamwork in group and workplace settings.
- Manage conflicts constructively and apply problem-solving strategies.
- Apply leadership and adaptability skills to real-life and professional situations.
- Evaluate their own interpersonal effectiveness and areas for personal growth.

Course Content and Practical Training

- Introduction to Soft Skills and Emotional Intelligence (Components of EI)
- Importance of Emotional Intelligence in career and personal life.
- Self-awareness and identifying emotional triggers.
- Self-regulation techniques and stress management.
- Motivation and goal setting (SMART Goals).
- Effective communication and interpersonal skills.
- Empathy and perspective-taking skills in interpersonal interactions.
- Teamwork, conflict resolution, and negotiation.
- Understanding Leadership Styles and the Role of Emotional Intelligence in Effective Leadership.
- Adaptability and resilience in the workplace, along with decision-making and problem-solving techniques.
- Professional etiquette and workplace behaviour standards.

Learning Outcome

At the end of the course, learners will be able to demonstrate emotional intelligence, effective communication, teamwork, and self-management in personal and workplace situations. They will also be able to apply decision-making, problem-solving, and professional behaviour to handle challenges and build positive relationships.