



C. U. SHAH UNIVERSITY, Wadhwan City



FACULTY OF MANAGEMENT STUDIES MASTER OF BUSINESS ADMINISTRATION (MBA)

SEMESTER: I (one)

CODE: 5MS01MGS1

Name of Subject: Managerial Skills

Teaching & Evaluation Scheme

Teaching Scheme (Hours)				Evaluation Scheme (Marks)			Evaluation Scheme Practical (Marks)			
Th	Tu	P	Total	Sessional	External	Total	Internal	External	Total	Total
3	0	2	5	15	35	50	15	35	50	100

Objective

- Improving the interpersonal skills of the students
- Management of time and conflict within the groups in an organization.
- Understand the advanced functions of excel and power-point.

Prerequisite

- Basic knowledge of English Language.
- Basic knowledge of MS-Office Application

Course outline

Sr. No.	Course Contents	Number of Hours
	INTERPERSONAL SKILLS (Theory)	
1	Definition of Communication, Need for communication, Communication models	1
2	Dyadic Communication, Interpersonal skills assessment	2
3	Five levels of Communication, Development of Self Concept	2
4	Interpersonal skills and Self Concept, Development of Self Concept	2
5	Perception, Empathy and Interpersonal Communication, Perception and conflict of Interpersonal Communication	2
6	Needs of Interpersonal Communication, Emotions, Guidelines for expressing emotions	2
7	Improving Communication Climates, Gender Differences in	2



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	Interpersonal communication styles	
8	Reducing Defensiveness and Defensive climate	1
9	Negotiation	2
10	Problem Solving	2
11	Group Relationship	3
12	Decision Making	3
13	Time Management	3
14	Conflict Management	3
	COMPUTER SKILLS (Practical)	
	MsExcel	
16	Basics of Spreadsheets	1
15	Graphically representing the data	1
17	Types of Functions in Excel: Lookup and Reference functions	2
18	Logical Function, Database Function, Date and Time Function	2
19	Statistical Functions	2
20	Text Functions	2
21	Sub-Total Reports, Auto Filter, Password Protecting Worksheets, Linking Multiple Sheets, Sheet Referencing, Linking between Word/Excel/PPT	3
22	LOOKUP, VLOOKUP, HLOOKUP, COUNTIF, SUMIF, What-if analysis, PIVOT Tables, Nested IF	4
23	Definition and use, Record a macro	2
24	Assign a macro, run a macro, store a macro	2
25	Use AutoFormat : Create, use and modify styles and templates	2
	MsPower Point	
26	Basics of Power Point, Working with Tables, Charts , Templates	3
27	Animation , Media and Action Buttons, Merging Information	2
28	Setting up the show	2
	Total Hours	60

Learning Outcomes

Theoretical Outcomes Improvising on effective written communication helpful for professional and personal communication.

Practical Outcomes Importance of Time Management for improved efficiency and learning to work in groups which lead to fewer conflicts within the organization.

Improving the effective use of the MS- Office Applications like Excel and PowerPoint.



Teaching & Learning Methodology

- Lectures
- Laboratory
- Role play
- Case Studies
- Class Participation

Books Recommended

1. **'Professional Communication'**, Koneru Arun, Tata McGraw Hill.
2. **'The 7 Habits of Highly Effective People'**, Stephan Covey.
3. **'Managing Conflict and Negotiation'**, B D Singh, Excel Publications
4. **'Exploring Microsoft Office XP'**, John Breeden and Michael Cheek, BPB Publications, New Delhi, 2001.
5. **'MS Office'**, Pierce, Prentice Hall of India, New Delhi, 2007
6. **'MS Office Plain & Simple'**, Jerry Joyce, and Marianne Moon, Prentice Hall of India, New Delhi, 2007.
7. **'MS Office Step by Step'**, Joyce Cox, Prentice Hall of India, New Delhi, 2007.
8. **'Window-98 6 in 1'**, Prantice Hall Publication
9. **'ABC of Window-98'**, BPB Publication

E-Resources

1. <http://www.bumc.bu.edu/medicine/files/2009/03/2-09-seven-habits-of-highly-effective-people.pdf>
2. http://www.nptel.ac.in/courses/110105034/SM_Web/Ch15modified.pdf
3. <http://www.microsoft.com/enable/training/>
4. <http://www.baycongroup.com/word.htm>
5. <http://excelexposure.com/>