



# C.U.SHAH UNIVERSITY – WADHWANCITY

**FACULTY OF:** - Science  
**DEPARTMENT OF:** - English  
**SEMESTER:** - V  
**NAME:** – Professional Etiquettes-1

**CODE:-** 4SC05PEF1

**Teaching & Evaluation Scheme:-**

Subject Code	Subject Name	Teaching Schemes (Hours)				Credit	Evaluation Schemes							
		Th	Tu	Pr	To		Theory				Practical (Marks)			Total
							Sessional Exam		University Exam		Pr	T W	Pr	
							Mark s	Hour s	Mark s	Hour s				
4SC05PEF1	Professional Etiquettes-1	1	0	2	3	2	20	1	50	2	20	10	00	100

**Course outline:**

**Detail Course Content:**

Unit No.	Detailed Contents
	<b>Section-A: Career Advancement Program (CAP)</b>
<b>1</b>	<b>Soft Skills</b> <ul style="list-style-type: none"> <li>Introduction to soft skills</li> <li>Difference between soft skills &amp; hard skills</li> <li>Importance of soft skills</li> <li>Intelligence quotient, Emotional quotient, Spiritual quotient</li> <li>Classification of soft skills:</li> <li>Thinking Skills-Self Awareness, Problem-Solving, Decision Making, Critical Thinking, Creative Thinking</li> <li>Social Skills-Interpersonal Relationships, Effective Communication, Empathy</li> <li>Emotional Skills-Managing Feelings/emotions, Stress Management</li> </ul>
<b>2</b>	<b>Positive Attitude</b> <ul style="list-style-type: none"> <li>Introduction</li> <li>Importance of positive attitude</li> <li>Ways to develop positive attitude</li> <li>External and internal factors in bulging positive attitude</li> </ul>
<b>3</b>	<b>Leadership</b> <ul style="list-style-type: none"> <li>Who is Leader?</li> <li>Characteristics of Leader</li> <li>Types of Leader</li> </ul>



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	<ul style="list-style-type: none"><li>• Importance of Leadership in Professional life</li><li>• Case study of Swami Vivekanand Steve Jobs, Abdul Kalam, Bill Gates etc.</li></ul>
<b>4</b>	<b>Self Esteem</b> <ul style="list-style-type: none"><li>• Definition</li><li>• Theory of Maslow</li><li>• Advantages of High Self Esteem</li><li>• High Self Esteem vs. Low Self Esteem</li><li>• Causes of Low Self Esteem</li><li>• How to Improve Self Esteem</li></ul>
<b>5</b>	<b>Goal Setting</b> <ul style="list-style-type: none"><li>• Introduction</li><li>• Importance</li><li>• 5 D's of Goal Setting: Direction, Dedication, Determination, Discipline, Deadline</li><li>• Steps of Goal</li><li>• Action Plan</li></ul>
<b>6</b>	<b>Notice, Agendas of Meeting, Minutes of Meeting</b> <ul style="list-style-type: none"><li>• Preparing notice</li><li>• Preparing a list of agendas for meeting</li><li>• Drafting minutes of conducted meeting</li></ul>
<b>7</b>	<b>Meeting</b> <ul style="list-style-type: none"><li>• Introduction</li><li>• Participation in meeting</li><li>• Key features</li><li>• Etiquettes</li></ul>
	<b>Section-B: Literature</b>
<b>8</b>	<b>Wings of Fire by Abdul Kalam-Orientation &amp; Creation Chapters</b>



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### References:

Sr No.	Title	Author	Publisher
1	Effective Personal Communication Skills for Public Relations	Green Andy	Kogan age Limited
2	Effective Technical Communication	M Ashraf Rizvi	Tata Mc Graw hill
3	Personality Development and Soft Skills	Mitra Barun	OUP
4	Resumes and Interviews	M Ashraf Rizvi	Tata Mc Graw hill
5	Managing Soft Skills for Personality Development	B.N. Ghosh	Tata Mc Graw hill
6	You Can Win	Shiv Khera	
7	The Monk Who Sold His Ferrari	Robin Sharma	Harper Collins
8	Wings of Fire	Abdul Kalam	University Presss