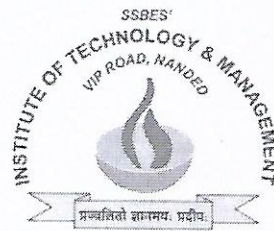


CERTIFICATE PROGRAMME

in

Communication and Soft Skills

Academic Year-2021-22



Shri Sharada Bhavan Education Society's

INSTITUTE OF TECHNOLOGY & MANAGEMENT,

VIP Road, NANDED – 431602, MS.

Contact No.: 02462 – 254850, Email ID: ssbesitm@yahoo.com



Department of Computer Science

Certificate Programme: Communication and Soft Skills

Duration: 2 Weeks (From: 02/05/2022 to 20/05/2022)

Director

Shri Sharda Bhavan Education Society's
Institute of Technology and Management,
NANDED.

Certificate Programme in Communication and Soft Skills

Duration: 2 Weeks (From: 02/05/22 to 20/05/22)

About this Programme:

This programme will give a knowledge of soft skills and communication skills to the students. They will learn the Methods of communication, Process of communication, Barriers in Communication. They will also learnt the new concept 'Soft Skills'. Students will learn that the Self Development Skills and Ethics and Etiquettes as well. They will learn and practise other life skills like Meditation and improving memory.

By the end of this course, students will learn:

- To communicate well and confidently.
- Conflict Management.
- Time Management.
- Body Language.
- Email etiquettes and Telephone etiquettes.
- Meditation and Enhancing memory.
- Business Ethics.
- Study Skills.





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Department of Computer

Report of Programme

Department of English has conducted a certificate programme in 'Communication and Soft Skills' for the students of BCA/BBA/B.Sc. (HS) FY successfully. The duration of the programme was for 15 days commencing from 2 May 2022 to 20 May 2022. Thirty students enrolled for the course out of which twenty-nine have appeared for the final examination.

This programme was intended to provide students with the concept of Communicating and Soft Skills which is the need of the hour. They learnt the Methods of communication, Process of communication, Barriers in Communication. They have also learnt the new concept 'Soft Skills'. Students have also learnt that the Self Development Skills and Ethics and Etiquettes as well. They have learnt and practised other life skills like Meditation and improving memory. Active participation has been seen during the conduction of this programme. Hence, submitted for the kind perusal.




Mr. S.N. Kokate



Shri Sharda Bhavan Education Society's
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VIP Road, Nanded-431 602(M.S.), INDIA
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Department of Computer

23 April 2022

IMPORTANT NOTICE

All the students of BCA/BBA/BSc (HS) FY are, hereby, informed that Department of English and Communication is organizing 2 Weeks certificate/training programme in '**Communication and Soft Skills**'. Interested students may join the certificate programme on or before 29 April 2022. Students can enroll their names with S. N. Kokate, Assistant Professor, Department of English. The course will commence from 2 May 2022. Student will be awarded a certificate after successfully completing this programme.




HOD

Dept. of CS



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Department of English and Communication

SYLLABUS OF

CERTIFICATE COURSE IN COMMUNICATION AND SOFT SKILLS

UNIT I: Self Development

- 1) Self-Assessment
- 2) Self-Awareness
- 3) Self -Esteem
- 4) Self – Confidence

UNIT II: Ethics and Etiquettes

- 1) Business Ethics
- 2) Etiquettes in social as well as office settings
- 3) Email etiquettes
- 4) Telephone Etiquettes

UNIT III: Other Skills

- 1) Time Management
- 2) Meditation
- 3) Improving Personal Memory
- 4) Study Skills

UNIT IV: Communication Skills

- 1) Communication
- 2) Methods of Communication
- 3) Process of Communication
- 4) Barriers of Communication

Suggested Readings:

- 1) Alex K. (2012) Soft Skills – Know Yourself & Know the World, S.Chand & Company LTD, Ram Nagar, New Delhi- 110 055.
- 2) Business Communication by Urmila Rai and S.M. Rai. Himalaya Pub.

**Note: At the end of the Programme 20 Marks Exam will be conducted
(written/oral/MCQ in Google Forms)**





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Department of Computer

Time Table

Date		Time 02pm -04pm
02/05/2022	Day 1	Self-awareness
04/05/2022	Day 2	Self-assessment
05/05/2022	Day 3	Self Esteem
06/05/2022	Day 4	Self-confidence
07/05/2022	Day 5	Business Ethics, Etiquettes in social as well as office settings
09/05/2022	Day 6	Email etiquettes
10/05/2022	Day 7	Telephone Etiquettes, Study Skills
11/05/2022	Day 8	Meditation, Improving Personal memory
12/05/2022	Day 9	Time Management
13/05/2022	Day 10	Process of Communication
14/05/2022	Day 11	Barriers of Communication
17/05/2022	Day 12	Methods of Communication
18/05/2022	Day 13	Process of Communication
19/05/2022	Day 14	Study Skills
20/05/2022	Day 15	Exam





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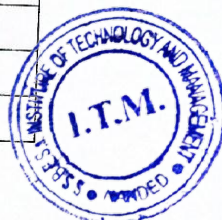


Department of Computer

Department of English and Communication Registration

For the Certificate Programme in 'Communication and Soft Skills'

Sr. No.	Name of the candidate	Class	Signature
1.	Gurpreet Kaur Patel	BBA FY	<i>Gurpreet</i>
2.	Jeenal D. Patel	BBA FY	<i>J Patel</i>
3.	Borlepwar Shravani	BBA FY	<i>Shravani</i>
4.	Kadam Sonal Ranghnath	BBA FY	<i>Kadam</i>
5.	Bandewar Smita Sachin	BBA FY	<i>Smita</i>
6.	Ayush Omprakash Bhattad	BBA FY	<i>Ayush</i>
7.	Deshmukh Vaibhav Bhagwan	BBA FY	<i>Kashanesh</i>
8.	Kalyane Shalini Purbhaji	BBA FY	<i>Shalini</i>
9.	Nachiket Kalidas Bhavankar	BBA FY	<i>Nachiket</i>
10.	Pekamwar Vaishnavi Ganesh	BBA FY	<i>Pekamwar</i>
11.	Akanksha anil Rajurkar	BBA FY	<i>Akanksha</i>
12.	Rahul Jivan Waghmare	BBA FY	<i>Rahul</i>
13.	Kalpana Ashok Wathore	BBA FY	<i>Kalpana</i>
14.	Wankhed Vaishnavi Ramesh	BBA FY	<i>Vaishnavi</i>
15.	Wankhede Sheetal Honaji	BBA FY	<i>Sheetal</i>
16.	Anjali Sunil Dase	BBA FY	<i>Anjali</i>
17.	Akanksha Raju Chavan	BBA FY	<i>Akanksha</i>
18.	Sumit Kiran Bhadre	BBA FY	<i>Sumit</i>
19.	Vivek Mukundrao Wakode	BCA FY	<i>Vivek</i>
20.	Syed Usman Gani	BCA FY	<i>Syed Usman</i>
21.	Thakur Somnath Ashok	BCA FY	<i>Thakur</i>
22.	Suleman Khan	BCA FY	<i>Suleman</i>
23.	Syed Abdulla Fardin	BCA FY	<i>Abdulla</i>
24.	Pratiksha U. Potdar	BCA FY	<i>Pratiksha</i>
25.	Aniruddha Vinod Kulkarni	BCA FY	<i>Aniruddha</i>
26.	Pandurang Kondiba Dhotre	BCA FY	<i>Pandurang</i>
27.	Manwar Swaraj Subhash	B.Sc. HS FY	<i>Manwar</i>
28.	Rohan Prakash Kaninde	B.Sc. HS FY	<i>Rohan</i>
29.	Shantanu Shankarrao Goge	B.Sc. HS FY	<i>Shantanu</i>
30.	Sandip Raghunath Ubale	B.Sc. HS FY	<i>Sandip</i>



Certificate Programme in Communication and Soft Skills

Attendance Sheet

AY 2021-22

Sr. No.	Name	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6	DAY 7	DAY 8	DAY 9	DAY 10	DAY 11	DAY 12	DAY 13	DAY 14	DAY 15
1.	Gurpreet Kaur Patel	P	P		P	P	P	P	P	P		P	P	P	P	P
2.	Jeenal D. Patel	P		P	P	P	P	P	P	P		P	P	P	P	P
3.	Borlepwar Shravani	P	P			P				P		P	P	P	P	P
4.	Kadam Sonal Ranghnath	P	P	P	P		P	P	P	P		P	P	P	P	P
5.	Bandewar Smita Sachin	P				P	P	P	P	P		P	P	P	P	P
6.	Ayush Omprakash Bhattad	P	P	P	P	P	P	P	P	P		P	P	P	P	P
7.	Deshmukh Vaibhav Bhagwan	P	P	P	P	P	P			P		P	P	P	P	P
8.	Kalyane Shalini Purbhaji		P	P	P		P	P	P	P		P		P	P	P
9.	Nachiket Kalidas Bhavankar	P	P		P	P	P	P	P	P		P	P	P	P	P
10.	Pekamwar Vaishnavi Ganesh	P	P	P		P			P			P	P	P	P	P
11.	Akanksha anil Rajurkar		P		P	P	P	P	P	P		P	P	P	P	P
12.	Rahul Jivan Waghmare	P		P	P	P				P		P	P	P	P	P
13.	Kalpna Ashok Wathore	P	P	P		P	P	P	P			P	P	P	P	P
14.	Wankhed Vaishnavi Ramesh	P		P	P	P	P	P	P	P		P	P	P	P	P
15.	Wankhede Sheetal Honaji	P	P	P		P	P	P				P	P	P	P	P
16.	Anjali Sunil Dase	P	P	P	P	P	P	P	P	P		P	P	P	P	P
17.	Akanksha Raju Chavan	P	P	P	P	P		P		P		P	P	P	P	P
18.	Sumit Kiran Bhadre	P	P	P		P	P	P	P	P		P	P	P	P	P
19.	Vivek Mukundrao Wakode	P	P	P	P	P	P	P	P	P		P	P	P	P	P
20.	Syed Usman Gani	P										P	P	P	P	P
21.	Thakur Somnath Ashok	P	P	P	P		P	P	P	P		P	P	P	P	P
22.	Suleman Khan	P			P	P	P	P	P	P		P	P	P	P	P
23.	Syed Abdulla Fardin	P	P	P	P	P	P	P	P	P		P	P	P	P	P
24.	Pratiksha U. Potdar	P	P	P		P	P	P	P	P		P	P	P	P	P
25.	Aniruddha Vinod Kulkarni	P	P	P	P	P	P	P				P	P	P	P	P
26.	Pandurang Kondiba Dhotre	P	P	P	P	P	P	P	P	P		P	P	P	P	P
27.	Manwar Swaraj Subhash	P			P	P	P	P		P		P	P	P	P	P
28.	Rohan Prakash Kaninde	P	P	P	P	P	P	P	P	P		P	P	P	P	P
29.	Shantanu Shankarrao Goge	P		P	P	P	P	P	P	P		P	P	P	P	P
30.	Sandip Raghunath Ubale	P	P	P	P	P	P	P	P	P		P	P	P	P	P



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Question Paper

- 1) There is a clear distinction between _____ and hearing.
a) talking b) listening c) understanding d) chatting
- 2) Subtle behaviors and Communication styles that are used in the work environment and interactions with others are called:
a) hard skills b) soft skills c) computer skills d) time management
- 3) Hard skills are _____ skills used to perform daily job functions.
a) Subtle b) time management c) creative thinking d) technical
- 4) which of the following is an example of a soft skill that allows a person to convey ideas and influence change?
a) Self-motivation b) communication c) technological proficiency
d) personal accountability
- 5) Listening is a _____.
a) natural habit b) psychological process that occurs without efforts
c) reflex d) complex process that involves steps
- 6) Personal transformation is _____.
a) self-awareness b) personal motivation c) self-management d) all of these
- 7) To bounce back from setback and embarrassment is necessary to
a) Get past the emotional turmoil b) find a creative solution to your problem
c) both a and b d) Neither of the above
- 8) The experience of feeling competent to cope with the basic challenges in life and of being worthy of happiness is
a) arrogance b) self-esteem c) wishful thinking d) self-efficiency
- 9) Self-confidence is affected by comparing ourselves to others or social comparison,
a) positively b) negatively c) neutrally d) None of the above
- 10) What is Ethics to do with?
a) the wider community b) Business c) right and wrong d) nothing





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Department of Computer

- 11) Which word means to delay or put off doing something by wasting your time on less important tasks?
a) procrastination b) postpone c) abandon d) cancel
- 12) What is meditation?
a) the action or practice of meditating b) yoga
c) Stimulating the mind and soul d) all of the above
- 13) How can you become a more active learner?
a) Use memory games, like a mnemonic device
b) write practice quiz questions for a family member or friend
c) Re-write notes so that your younger sibling or grandparent can understand
d) all of the above
- 14) Which word means the time by which something must be completed?
a) chore b) consequence c) deadline d) goal
- 15) Which memory strategy works best for short-term memory?
a) Association b) Elaboration c) Rehearsal d) Organization
- 16) What should be the tone of professional email message?
a) formal b) casual c) formal with slight usage of slangs d) Conversational
- 17) Communication is a part of _____ skills.
a) soft b) hard c) rough d) short
- 18) The _____ is the person who transmits the message.
a) receiver b) driver c) sender d) cleaner
- 19) Which of these is the external sounds present in the channels of communication?
a) noise b) semantic problems c) Cultural barriers d) over communication
- 20) _____ means to impart understanding of the message.
a) encoding b) receiver c) decoding d) feedback



Department of Computer

Answer key

- 1) There is a clear distinction between _____ and hearing.
a) talking b) **listening** c) understanding d) chatting
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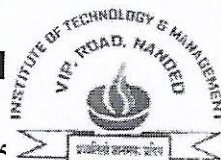
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Exam Result

Sr.No.	Name of the Student	Marks
1.	Gurpreet Kaur Patel	20
2.	Jeenal D. Patel	18
3.	Borlepwar Shravani	18
4.	Kadam Sonal Ranghnath	17
5.	Bandewar Smita Sachin	18
6.	Ayush Omprakash Bhattad	18
7.	Deshmukh Vaibhav Bhagwan	17
8.	Kalyane Shalini Purbhaji	17
9.	Nachiket Kalidas Bhavankar	16
10.	Pekamwar Vaishnavi Ganesh	20
11.	Akanksha anil Rajurkar	20
12.	Rahul Jivan Waghmare	19
13.	Kalpana Ashok Wathore	20
14.	Wankhed Vaishnavi Ramesh	19
15.	Wankhede Sheetal Honaji	19
16.	Anjali Sunil Dase	18
17.	Akanksha Raju Chavan	18
18.	Sumit Kiran Bhadre	18
19.	Vivek Mukundrao Wakode	18
20.	Syed Usman Gani	16
21.	Thakur Somnath Ashok	17
22.	Suleman Khan	AA
23.	Syed Abdulla Fardin	15
24.	Pratiksha U. Potdar	12
25.	Aniruddha Vinod Kulkarni	20
26.	Pandurang Kondiba Dhotre	20
27.	Manwar Swaraj Subhash	20
28.	Rohan Prakash Kaninde	17
29.	Shantanu Shankarrao Goge	19
30.	Sandip Raghunath Ubale	18



Certificate Programme:
Communication and Soft Skills
AY- 2021-22

Name: Rohan Karinde

Class: B.Sc. HS-FY

Marks Obtained: $\frac{17}{20}$

Question No.	Answer Option (A/B/C/D)
1.	b
2.	b
3.	a
4.	c
5.	d
6.	d
7.	c
8.	a
9.	b
10.	c
11.	a
12.	b
13.	d
14.	c
15.	c
16.	b
17.	c
18.	a
19.	a
20.	c



Certificate Programme:
Communication and Soft Skills
AY- 2021-22

Name: Shantanu Goge

Class: B.Sc. HS-FY

Marks Obtained: $\frac{19}{20}$

Question No.	Answer Option (A/B/C/D)
1.	b
2.	b
3.	d
4.	b
5.	d
6.	d
7.	c
8.	b
9.	b
10.	c
11.	a
12.	a
13.	d
14.	c
15.	c
16.	d
17.	b
18.	c
19.	a
20.	c



SSBES'



Institute of Technology and Management, Nanded

This certificate is awarded to

SANDIP UBALE

In satisfactory completion of the Certificate Programme in
Communication and Soft Skills during 02/05/2022 to 20/01/2022

Course Coordinator

HOD

Director



SSBES'



Institute of Technology and Management, Nanded

This certificate is awarded to

CHAVHAN AKANKSHA

In satisfactory completion of the Certificate Programme in
Communication and Soft Skills during 02/05/2022 to 20/01/2022

Course Coordinator

HOD

Director