

Devi Ahilya University, Indore, India Institute of Engineering & Technology				ME – I Year (Spl Digital Communication) Semester- B			
Subject Code & Name	Instructions Hours per Week			Credits			
ASP4S2: Soft Skill-2	L	T	P	L	T	P	Total
		2	-	-	2	-	-
Duration of Theory Paper: 3 Hours							

Objective: To learn about basic Life and Organizational skills.

Pre-requisites: Nil.

COURSE CONTENTS

Unit I

Perception & Learning

Perception: Importance of Perception, Factors influencing perception – Selective Perception, Halo effect, Projection, Stereotyping.

Learning : Defining & Importance, Theories of Learning – Behavioral, Cognitive & Social Learning, Learning Curves – Diminishing-returns, Increasing-returns & S Shaped. Reinforcement – Positive, Negative, Punishment & Extinction.

Unit II

Values, Attitude & Job Satisfaction

Values – Meaning, Importance & Types; Loyalty & Ethical Behaviour; Values across Cultures, Hofstede's Framework for assessing Cultures.

Attitude & Job Satisfaction – Meaning & Components of Attitude; Attitudes towards Job – Job Satisfaction, Job Involvement, Organizational Commitment; Job Satisfaction & Productivity, Absenteeism & Turnover; Attitudes & Consistency; Cognitive Dissonance Theory.

Unit III

Group Dynamics

Groups – Definition & Meaning , Stages & Process of Group Formation, types,

Work Group Behaviour – structure, factors affecting – Norms, Conformity, status, Groupthink, Group shift, Social Loafing, Production Blocking. Group Decision making techniques.

Unit IV

Team Building & Sustaining

Team : Meaning , Types & Process of Team- building, Characteristics of a Matrix, Organizational Matrix and Team work ,Conflict and Communication in teams , Effective Team Member and Team Relations , Successful Teams, Team Leadership, Team Performance - Evaluation and Rewarding System .

Unit V

Organizational Dynamics

Power & Politics : Bases of Power- Formal & Personal, Dependency- a key to Power, Contrasting Leadership & Power, Coalitions, Sexual Harassment, Power Tactics, Organizational Politics, Impression Management.

Organizational Culture – Organizational Structure, Work Specialization, Departmentalization, Chain of Command, Span of Control, Centralization & Decentralization. Organizational Culture & National Culture, Resistance to Change & Change Management.

BOOKS RECOMMENDED:

- [1] Stephen P. Robbins, Organizational Behaviour, Pearson Edu., 10th Ed., 2003.
- [2] R. D. Agarwal, Organization & Management, Tata McGraw-Hill Publishing Co.Ltd, 2007
- [3] Jit S. Chandan , Organizational Behaviour, Vikas Publishing House, 3rd Ed., 2006.
- [4] Stephen P. Robbins, Timothy A. Judge, Seema Sanghi, Organizational Behaviour, Dorling Kindersley (India) Pvt. Ltd., Pearson Edu., 2007.

- [5] Ramneek Kapoor, *Managerial Skills*, Pathmaker Bangalore, Nakoda Publishers & Printers, 1st Ed.
- [6] *Life Skills – Skills for Life: A handbook*, International Federation of Red Cross and Red Crescent Societies Reference Centre for Psychosocial Support, Paramedia 1662, Denmark. 1st edition, 2013.