



MANAGERIAL SKILLS
(For MCA AND MBA Programmes only)

Learning Objective

The learning objective of this course is to enable the students to learn the art of getting things done in the modern business world by learning topics like lateral thinking, decision making, balancing work and life, corporate social responsibility, and work ethics.

UNIT I : THINKING STRATEGIES

Strategic thinking – meaning – questions- things included in Strategic thinking – Process consideration in Strategic thinking – Strategic thinking competencies – importance of Strategic thinking – characteristics of Strategic Thinkers – Points to be kept in mind in Strategic thinking.

Lateral Thinking – meaning – why Lateral Thinking – when to use Lateral Thinking – Benefits of Lateral Thinking – Techniques used in Lateral Thinking – Who needs Lateral Thinking – How to use Lateral Thinking? – Conventional Vs Lateral Leaders – Questions asked by Lateral Leaders – becoming a Lateral leader

UNIT II : INTERPERSONAL STRATEGIES

Conflict Resolution – meaning – points to be understood before studying conflict resolution – sources of conflict – common reactions to conflict – role of perception in conflict – steps for Conflict Resolution – Conflict handling matrix – Functional and Dysfunctional outcome of conflict.

Negotiation skills – process – styles – outcome – principles involved – negotiation model – being a negotiator – qualities of a negotiator.

UNIT III : IMPLEMENTATION STRATEGIES

Facing changes – meaning – characteristics – why changes – pace of changes – impact of resistance – Reasons for resistance – types of people in facing changes – introducing change. Facing challenges – meaning – importance – path to facing challenges – benefits of facing challenges.

UNIT IV : ACTION BASED STRATEGIES

Risk taking - meaning – factors determining Risk Taking – Risk management – users of Risk Management – Steps in Risk Management.

Effective decision making – meaning – approaches – methods – steps – Decision making at the work place.

UNIT V : BEHAVIOURAL STRATEGIES

Motivation and Staying motivated – meaning – finding reason for being motivated – staying motivated at work place – staying motivated in negative work environment – staying motivated during crisis.

Balancing work and life – meaning – work satisfaction – gender differences – responsibility of the employers and employees – ways of balancing work and life – handling professional and personal demands – organizing your desk.

TEXT BOOK:

Alex K. (2012) Soft Skills – Know Yourself & Know the World, S.Chand & Company LTD, Ram Nagar, New Delhi- 110 055. Mobile No :94425 14814 (Dr. K. Alex)

REFERENCE BOOKS:

1. Meena.K and V.Ayothi (2013) A Book on Development of Soft Skills (Soft Skills : A Road Map to Success), P.R. Publishers & Distributors, No, B-20 & 21, V.M.M. Complex, Chatiram Bus Stand, Tiruchirappalli- 620 002.(Phone :0431-2702824: Mobile : 94433 70597, 98430 74472)
2. Emotional Quotient – Daniel Goleman
3. Power of the Plus factor – Norman Vincent Peale.
4. The Seven Habits of Highly Effective people – Stephen Covey.
