

## Foundation Course FC-202(3) Interpersonal Skills

### Course Introduction:

A study related with the interpersonal skill and behavior patterns. The topics include interpersonal communication to problem solving and management with good leadership skills.

### Objectives:

The student would be able to:

- 1.) Manage their interpersonal skills and conflicts in an efficient way.
- 2.) Understand leadership skills and maintain team building.
- 3.) Practice time management and solve problem related with it.
- 4.) Solve problems of any issue by resolving conflicts and negotiating.
- 5.) Structure their ethical decision making.
- 6.) Appreciate and respect the culture difference and manage cross cultural differences.

**No. of Credits: 2**

**Theory Sessions per week: 3**

**Teaching Hours: 40 hours**

UNIT	TOPICS / SUBTOPICS	TEACHING HOURS
1	<b>Skill: An Introduction</b>	<b>10 hours</b>
	<ul style="list-style-type: none"> <li>• <b>Interpersonal skills and effective management behavior</b> <ul style="list-style-type: none"> <li>○ Behavior</li> <li>○ Motivation</li> <li>○ Skill and the need for skills training</li> </ul> </li> </ul>	4 hrs
	<ul style="list-style-type: none"> <li>• <b>Self Management</b> <ul style="list-style-type: none"> <li>○ Clarifying Values</li> <li>○ Setting Goals and Planning</li> <li>○ Group Exercise-The Alligator Rives</li> </ul> </li> </ul>	3 hrs
	<ul style="list-style-type: none"> <li>• <b>Applying Emotional Intelligence</b> <ul style="list-style-type: none"> <li>○ Group Exercise-Head versus Heart</li> </ul> </li> </ul>	3 hrs
2	<b>Problem Solving</b>	<b>10 hours</b>
	<ul style="list-style-type: none"> <li>• <b>Ethical Decision Making</b> <ul style="list-style-type: none"> <li>○ Group Exercise-Mini Cases</li> <li>○ Group Exercise-Anticipating Ethical Conflict</li> </ul> </li> </ul>	3 hrs
	<ul style="list-style-type: none"> <li>• <b>Creative Problem Solving</b></li> </ul>	2 hrs
	<ul style="list-style-type: none"> <li>• <b>Resolving Conflict</b></li> </ul>	2 hrs
	<ul style="list-style-type: none"> <li>• <b>Negotiating</b> <ul style="list-style-type: none"> <li>○ Group Exercise-The used car Negotiations</li> </ul> </li> </ul>	3 hrs

<b>3</b>	<b>Leadership and Team Building</b>	<b>10 hours</b>
	• <b>Leadership Qualities and Team Building</b>	3 hrs
	• <b>Team Building</b>	3 hrs
	• <b>Team Motivation</b> <ul style="list-style-type: none"> <li>○ Goal Setting</li> <li>○ Case Study-Setting Goals at State Bank of Vermont</li> </ul>	4 hrs
<b>4</b>	<b>Communication of Management</b>	<b>10 hours</b>
	• <b>Time Management</b>	3 hrs
	• <b>Stress Management</b>	2 hrs
	• <b>Communicating across cultures</b> <ul style="list-style-type: none"> <li>○ Group Exercise-What just happened?</li> </ul>	3 hrs
	• <b>Cross Cultural Etiquette</b>	2 hrs

**Textbook:**

Training in Interpersonal Skill

Publication: PHI

By Stephen P. Robbins and Phillip L. Hunsaker