

## Soft Skills MS Office Kaizen

### Module 1:

- Introduction to Soft Skills, Aspects of Soft Skills, Effective Communication Skills, Classification of Communication, Personality Development

### Module 2:

- Positive Thinking, Telephonic Communication Skills, Communicating without Words, Paralanguage

### Module 3:

- Proxemics, Haptics: The Language of Touch, Meta-communication, Listening Skills, Types of Listening

### Module 4:

- Negotiation Skills, Culture as Communication, Organizational Communication

### Module 5:

- Communication Breakdown, Advanced Writing Skills, Principles of Business Writing

### Module 6:

- Business Letters, Business Letters: Format and Style, Types of Business Letter

### Module 7:

- Writing Reports, Types of Report, Strategies for Report Writing, Evaluation and Organization of Data

### Module 8:

- Structure of Report, Report Style, Group Communication Skills

**Module 9:**

- Leadership Skills, Group Discussion, Meeting Management, Adaptability & Work Ethics

**Module 10:**

- Advanced Speaking Skills, Oral Presentation, Speeches & Debates, Combating Nervousness, Patterns & Methods of Presentation, Oral Presentation: Planning & Preparation

**Module 11:**

- Making Effective Presentations, Speeches for Various Occasions, Interviews, Planning & Preparing: Effective Résumé,

**Module 12:**

- Facing Job Interviews, Emotional Intelligence & Critical Thinking, Applied Grammar