

PERSONALITY ENRICHMENT

SOFT SKILLS

Course Content:

Unit No.	Topics / Chapters Name
I	Unit 1- Self Disclosure Characteristics of self disclosure – Self disclosure benefits and appropriateness – Self disclosure and self-awareness – Self disclosure and feedback.
II	Unit 2- Anger, Stress and Managing Feelings The nature of stress- managing stress through social support systems – the nature of anger –guidelines for managing anger constructively – dealing with an angry person
III	Unit 3- Resolving Interpersonal Conflicts Understanding conflicts of Interests- conflict strategies – negotiating to win – negotiating to solve the problems – steps for effective problem solving negotiating – refusal skills.
IV	Unit 4 -Applying Emotional Intelligence Emotional Intelligence and emotional competence - components of emotional intelligence – behavioral skills of emotional intelligence.