

2014

# SOFT & ENTREPRENEURSHIP SKILLS

**MODULAR EMPLOYABLE SKILLS (MES) /  
SKILL DEVELOPMENT INITIATIVE SCHEME (SDIS)**



Government of India  
Ministry of Labour & Employment  
Directorate General of Employment & Training  
CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE  
Block - EN - 81. SECTOR - V. SALT LAKE, KOLKATA - 700 091



Syllabus for

# SOFT & ENTREPRENEURSHIP SKILLS

Under

## **MODULAR EMPLOYABLE SKILLS (MES) / SKILL DEVELOPMENT INITIATIVE SCHEME (SDIS)**

Redesigned in

2014

By

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Ministry of Labour & Employment  
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## **A. RATIONALE**

Hard skills are a person's skill set and ability to perform a certain type of activity or task. Soft skills are a person's ability to interact effectively with co-workers and customers. Hard skills are mainly applicable at the work place. Soft skills are broadly applicable both at and outside the work place. Soft skills complement the hard skills which are occupational requirement of a job. It also complements many other activities even outside the work place. Presently soft skills are increasingly sought out by employers in addition to standard qualification. There are instances of professions where soft skills proved to be more important, on a long term basis than occupational skills. Soft skills refer to a number of features viz. behavior, personal finance management, communication, etc. those make persons excellent workers and suitable to work in a team. Studies suggest that soft skills are equally important indication of job performance as hard skills.

Recognizing this importance of soft skills the Steering Committee for Mentor Council during its Meeting held on 06<sup>th</sup> May, 2014 recommended introduction of Module on "Soft & Entrepreneurship Skills" as compulsory with every SDIS module.



## **B. GENERAL INFORMATION**

1. **Name of the Module:** SOFT & ENTREPRENEURSHIP SKILLS
2. **Applicability:** Compulsory with every SDIS module of duration 500 Hrs. or more.
3. **Hours of Instruction:** 100 Hrs.
4. **Instructor Qualification:**

**MBA OR BBA with two years experience OR Graduate in Sociology/ Social Welfare/ Economics with Two years experience OR Graduate/ Diploma with Two years experience and trained in Employability Skills from DGET institutes**

**AND**

**Must have studied English/ Communication Skills and Basic Computer at 12<sup>th</sup> / Diploma level and above**

**C. ALLOTMENT OF TIME AMONG THE TOPICS**

<b>Sl. No.</b>	<b>Topics</b>	<b>Allotted Time in Hours</b>
<b>01</b>	<b>Development Competency / Proficiency in English /Vernacular</b>	<b>15</b>
<b>02</b>	<b>Effective Communication</b>	<b>10</b>
<b>03</b>	<b>Self &amp;Time Management</b>	<b>10</b>
<b>04</b>	<b>Motivation Techniques</b>	<b>05</b>
<b>05</b>	<b>Interpersonal Skill Development</b>	<b>05</b>
<b>06</b>	<b>Computer Literacy</b>	<b>20</b>
<b>07</b>	<b>Life Skills</b>	<b>05</b>
<b>08</b>	<b>Entrepreneurship</b>	<b>20</b>
<b>09</b>	<b>Occupational safety , Health and Environment Education</b>	<b>10</b>
	<b>TOTAL</b>	<b>100</b>

### D. Detail of Syllabus

Sl. No.	Practical	Theory
	<b>Development Competency / Proficiency in English /Vernacular - 15 Hrs.</b>	
1.	<p><b><u>Development of competency/proficiency in English/vernacular.(Hindi/regional Language)</u></b> Practice on</p> <ul style="list-style-type: none"> <li>• Oral/spoken communication skill &amp; testing – voice and accent, voice clarity, voice modulation &amp; intonation, word stress etc.</li> <li>• Feedback &amp; questioning technique:</li> <li>• Objectiveness in argument (Both one on one and in groups)</li> <li>• 5 Ws &amp; 1 H &amp; 7 Cs for effective Communication</li> <li>• Development Etiquette and manners</li> </ul> <p style="text-align: center;">Study of different pictorial expression of non-verbal communication and its analysis</p>	
	<b>Effective Communication – 10 Hrs.</b>	
2.	<p><b><u>Concept of Effective Communication</u></b></p> <ul style="list-style-type: none"> <li>• Components of Effective Communication- Conviction, confidence &amp; enthusiasm, Listening</li> <li>• Communication Process &amp; Handling them</li> <li>• KISS (keep it short &amp; simple) in communication – composing effective messages</li> <li>• Barriers to Communication- Int. &amp; Ext Barriers :- Intrinsic Motivation, Perception, Language, Fear Power of speech etc.</li> <li>• Listening -it's importance, Good and bad listening</li> <li>• Non-Verbal Communication – its importance and Nuances :- Facial Expression, Posture, Gesture, eye contact, Appearance (Dress Code)</li> </ul>	
	<b>Self &amp; Time Management - 10 Hrs.</b>	
3.	<p><b><u>Self Management</u></b></p> <ul style="list-style-type: none"> <li>• Self Evaluation</li> <li>• Self discipline</li> <li>• Self criticism</li> <li>• Recognition of one's own limits and deficiencies</li> <li>• Independency etc.</li> <li>• Thoughtful &amp; Responsible</li> <li>• Self Awareness</li> </ul>	<p><b><u>Self Management</u></b></p> <ul style="list-style-type: none"> <li>• Identifying one's strength and weakness</li> <li>• Planning &amp; Goal setting</li> <li>• Managing self –emotions, ego, pride</li> </ul>
	<p><b><u>Time Management Technique</u></b> Practice by game play and other learning methodology for achieving targets and getting of right first time</p>	<p><b><u>Time Management concept</u></b></p> <ul style="list-style-type: none"> <li>• Attendance, Discipline &amp; Punctuality</li> <li>• Act in time on commitment</li> <li>• Quality /Productive time</li> </ul>

	<b>Motivation Techniques - 05hrs.</b>	
4.	<p><b><u>Motivation/ Inspiration</u></b></p> <ul style="list-style-type: none"> <li>• Ability to shape and direct working/process methods according to self defined criteria</li> <li>• Motivate customers</li> <li>• Ability to think for oneself</li> <li>• Apply oneself to a task independently with self motivation.</li> </ul>	<p><b><u>Motivation techniques</u></b></p> <ul style="list-style-type: none"> <li>• Motivation technique based on needs and field situation</li> <li>• Idealising</li> </ul>
	<b>Interpersonal Skill Development - 05 Hrs.</b>	
5.	<p><b><u>Interpersonal Skill Development</u></b></p> <ul style="list-style-type: none"> <li>• Positive Relationship</li> <li>• Positive Attitudes</li> <li>• Empathise : comprehend other opinions points of views, and face them with understanding</li> <li>• Mutuality</li> <li>• Trust</li> <li>• Emotional Bonding</li> <li>• Handling Situations (Interview)</li> </ul>	<p><b><u>Interpersonal Skill</u></b> Importance of interpersonal skill</p>
	<b>Computer Literacy - 20 Hrs.</b>	
6.	<p><b><u>Computer Fundamentals</u></b> <b><u>_Customize the Desktop Environment e.g.</u></b> Desktop, Start Menu, and Taskbar etc. Configuring &amp; Migrating Files, Folders &amp; Settings – Folder Views, Accessibility Settings</p> <p><b><u>MS Word</u></b> _Creating, Organizing &amp; Formatting Content Collaborating – Merge, Insert, View, Edit, Track Mode etc.</p> <p><b><u>Formatting &amp; Managing Documents</u></b></p> <p>MS Excel _Creating, Analyzing &amp; Formatting Data &amp; Content Collaborating – Insert, View, Edit etc. Managing Workbooks</p> <p><b><u>MS PowerPoint</u></b></p>	<p><b><u>Computer Fundamentals, MS-Office &amp; Internet</u></b> _Introduction to Computers History of Computers Components of Hardware Peripherals</p> <p><b><u>Concept of Operating System - Windows XP</u></b> Exploring &amp; Configuring the Windows XP Desktop Environment – Customize the Desktop, Start Menu, and Taskbar etc. Configuring &amp; Migrating Files, Folders &amp; Settings – <b><u>Folder Views, Accessibility Settings</u></b></p> <p>Features of Windows XP</p> <p>Understanding concepts of Word processing using MS-Word</p> <p>_Understanding concepts of Electronic spreadsheet and various types of entries in it</p>



	_Creating & Formatting Content Collaborating – Track, Edit, Add, Delete Comments, Merge Managing & Delivering Presentations  <u><b>Internet Concepts</b></u> Opening websites and downloading data Writing, reading and sending emails,	<u><b>Understanding concepts of URL</b></u> _Creating and Opening an E-mail account. Receiving and sending emails Searching information on Internet.
<b>Life Skills - 05 Hrs.</b>		
07.		<ul style="list-style-type: none"> <li>• Knows how to use technology to communicate safely and effectively.</li> <li>• Knows and understands the concept of “community</li> <li>• Knows how to access community resources in case of emergency.</li> <li>• Knows how to obtain copies of personal documents</li> <li>• knows how to book train ticket, Bus Ticket and Air Ticket.</li> <li>• Knows how to get a driver’s license.</li> </ul>
<b>Entrepreneurship – 20 Hrs.</b>		
08.		<b>Define the term Entrepreneurship</b> Definition of entrepreneurship from different perspectives .
		<b>Outline the importance of entrepreneurship</b> <b>Importance of entrepreneurship:</b> Enhances creativity and innovation builds self confidence in people serves as a tool for nation building serves as the engine of growth for the nation's economy
		<b>Explain the reasons why entrepreneurship should be developed in a country</b> Reasons include: employment generation increased national production re-investing national resources harnessing youth vigour,

		<p><b>Describe who an entrepreneur is and who a business person is</b></p> <p>An entrepreneur refers to one who undertakes to organize and manage resources and assumes the risk of a business to come out with goods and services.</p>
		<p><b>State the characteristics of an entrepreneur</b></p> <p>Characteristics of the entrepreneurs</p> <p>Risk taking Need to achieve</p> <p>Innovation and creativity Opportunity Orientation</p>
		<p><b>Explain the factors that affect the development of entrepreneurship</b></p> <p>Factors that affect the development of entrepreneurial spirit in people</p> <p>i) Environment( immediate family and friends), community, national, international</p> <p>ii) Financial</p> <p>iii) Displacement, etc.</p> <p>The role of the</p> <p>i) Government</p> <p>ii) Society</p> <p>iii) Families and friends</p> <p>iv) other stakeholders for example financial institutions play in the development of entrepreneurship in the Country.</p>
		<p><b>Define employment</b></p> <p>Employment is working to learn a living, payment could be in the form of wages or salaries depending on the nature of work.</p> <p>Describe the types of employment</p> <p>Types of employment</p> <p>(i) Wage employment</p> <p>(ii) Self employment</p>

		<p><b>State the advantage and disadvantage of wage and self employment</b> Types and characteristics of wage employment and self employment.</p>
		<p><b>Outline the reasons why people go into wage or self employment persists</b></p> <ul style="list-style-type: none"> <li>• Self employment</li> <li>• Regain lost image</li> <li>• Exercise control over business</li> <li>• Become boss</li> <li>• Wage employment</li> <li>• Assured income</li> <li>• Commitment may be less.</li> </ul>
		<p><b>Define small business</b> Small business are defined based on the number of people and the capital employed</p> <p><b>State the characteristics of small business</b> Characteristics of small businesses:- Labour intensive Small capital outlay, etc.</p>
		<p><b>List the areas of small operation</b> Areas: Trading, Catering, Etc</p>
		<p><b>Outline the role of small businesses</b> The role that small businesses play in the country. They form the: nursery for other entrepreneurs technical base for economic development platform for mobilizing resources for economic development. Etc.</p>
		<p><b>Explain the challenges/problems facing small businesses</b> Challenges/problems facing small businesses include:</p> <ul style="list-style-type: none"> <li>• Financing</li> <li>• Access to markets</li> </ul>

		<ul style="list-style-type: none"> <li>• Government policies</li> <li>• Inadequate managerial skills</li> </ul>
		<p><b>Define the business environment</b></p> <p>Definition of the terms:</p> <ul style="list-style-type: none"> <li>• Business</li> <li>• Environment</li> <li>• Business environment</li> </ul>
		<p><b>Business development service providers in India.</b></p> <p>DIC,MSME,NSIC,SIDCO, Financial Institutions and Banks.</p>
		<p><b>Describe the procedure for registering a business</b></p> <p><b>Define Business Idea</b></p> <p>Definition of business idea., source of business idea. Programmes/ procedure and available schemes.</p>
		<p><b>Describe how to generate Business Plan</b></p> <p>Generation of business ideas Consider talents, skills and knowledge required Identify problems and find innovative solutions to them, market survey Etc.</p>
		<p><b>Mention the sources of Business Ideas Sources of ideas</b></p> <ul style="list-style-type: none"> <li>• Needs and wants of the community</li> <li>• External environment</li> <li>• Hobbies and interest.</li> </ul>
		<p><b>State the process of starting a New Enterprises Process</b></p> <p>mobilize resources reorganize resources</p>
		<p><b>Assess the suitability of the various sources/uses of fund</b></p> <p>The advantages and disadvantages of the various sources of funds .</p>



		<p><b>Distinguish between: Money, cash and cheques, Notes, coins and currency .</b></p> <p>Detail description of money, cash, cheques, notes, coins, currency.</p> <p>How to open bank account?</p> <p>How to fill up Cheque?</p> <p>How to deposit cheque in the bank?</p> <p>What is PAN Card?</p> <p>Why it is mandatory?</p> <p>Explain on-line banking.</p>
		<p><b>Explain source Documents Source Documents</b></p> <p>receipts , honour certificate, invoice.</p>
		<p><b>List the Basic Books kept by Small Business</b></p> <p><b>Basic books :</b></p> <ul style="list-style-type: none"> <li>• Cash record</li> <li>• Stock</li> <li>• Credit purchase (Creditors</li> <li>• Account Record)</li> <li>• Credit sales book (customers</li> <li>• Accounts Record)</li> <li>• Record Books (Ledger)</li> <li>• Trial balance.</li> </ul>
<p><b>09. Occupational Safety, Health and Environment Education - 10 Hrs</b></p>		
<b>Safety &amp; Health</b>	Introduction to Occupational Safety and Health importance of safety and health at workplace.	
<b>Occupational Hazards</b>	<p>Basic Hazards, Chemical Hazards, Vibroacoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards.</p> <p>Occupational health, Occupational hygienic, Occupational Diseases/ Disorders &amp; its prevention.</p>	
<b>Accident &amp; safety</b>	Basic principles for protective equipment.	

	Accident Prevention techniques – control of accidents and safety measures.
<b>First Aid</b>	Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person
<b>Basic Provisions</b>	Idea of basic provision of safety, health, welfare under legislation of India.
<b>Ecosystem</b>	Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.
<b>Pollution</b>	Pollution and pollutants including liquid, gaseous, solid and hazardous waste.
<b>Energy Conservation</b>	Conservation of Energy, re-use and recycle.
<b>Environment</b>	Right attitude towards environment, Maintenance of in – house environment

### E. Tools & Equipments for Soft & Entrepreneurship Skills:

Sl. No.	Name of the Equipment	Quantity
<b>Hardware:</b>		
1	Server Computer (Latest configuration)	10 Nos for a batch of 20 students.
2	Multimedia Nodes (Pre-loaded Windows 2000 or latest)	
3	Inkjet/Laser Printer	1 no.
4	UPS	
<b>Software:</b>		
1	Windows 2008	
2	Microsoft Office 2010 Professional	
3	Anti Virus Software (TVD/ Norton/Any popular brand)	
4	Internet connection	

#### Methodolgy :-

Above practices may be imparted by using

1. Movie clips, games, examples, story / sharing questionnaire /role play/ exercise/Task, Video / Audio recording, group discussion, role play etc.

