

SYLLABUS - COURSE ON GENERAL MANAGEMENT AND COMMUNICATION SKILLS (GMCS)

Part A: General Management

(a) *Introduction to General Management*

Planning; Organizing, Direction, Control; Role and responsibilities of managers at different levels; Working with Teams; Office Etiquette and Discipline; Interpersonal Skills and Relations; Human Resources Management; Time Management; Office Procedures and Manuals; Business and Professional etiquette.

(b) *Organization and Management of a Chartered Accountant's office.*

Organization of the Office; Office administration; Business Development; Net working

(c) *Basic Management of Meetings*

Types of meetings; Preparation of Agenda; Arrangements before meeting, at meetings and post meeting; Conduct and Procedures of Meetings; Minutes Drafting.

(d) *Art of Public Speaking*

What is Public Speaking, Preparation of Speech, Selecting the talk on the basis of occasion, Timing the speech, Addressing a crowd, developing general knowledge through reading and other processes.

(e) *Representing before various Governmental and Other Agencies*

(f) *Art of Negotiation*

Objectives; Assessment of strengths and weaknesses; Preparation of arguments/proposal; Dos and Don'ts in Negotiation; Arbitration and Conciliation

Part B: Communication Skills

1. *Drafting of letters, reports, deeds, documents etc.,*

Principles of Drafting, Contents of draft; Hints on legal drafting; Drafting letters; Report Writing; Agreement Drafting; Drafting Memorandum of Understanding and other documents and deeds; Preparation of Project Reports..

2. *Simple Précis Writing and Comprehension.*

3. *Modes of Communication*

Effective communication and its advantages; Written Communication; Listening skills; Barriers to communication; Telephone/Computer based communication like voice mail; email, SMS etc.; Telephone Etiquettes; Dos and Don'ts of Effective Communication.

4. ***The Art of Presenting one-self***

Preparation of Curriculum Vitae; Preparation for interviews; Dress Code at Interviews, meetings and elsewhere; Dos and Don'ts at the interview; Conduct at the interview; Personal hygiene; Elementary Body Language, Body Postures and Poise.

5. ***The Art of making presentations.***

Planning and preparation; Collecting and Collating Data for the presentation; Designing the Presentation structure; Use of visual aids; Handling Audience; Conduct during presentation .

Part C: Practicals

- i. Group Discussion
 - ii. Personal Interview of the Student
 - iii. Mock Meetings and Interviews
 - iv. Practical Games testing communication skills
 - v. Presentation on a Technical Topic
 - vi. Submission of reports/deeds prepared
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