

# **BEHAVIOURAL SCIENCE - COURSES BEING OFFERED IN VARIOUS PROGRAMMES**



*Achieving Academic Excellence*

**Programme Structure  
Curriculum & Scheme of Examination**



**AMITY UNIVERSITY HARYANA**

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## PROGRAMME STRUCTURE OF BEHAVIOURAL SCIENCE COURSES BEING OFFERED IN VARIOUS PROGRAMMES

### UNDERGRADUATE -4 YEAR PROGRAMMES AND UNDERGRADUATE –INTEGRATED LAW PROGRAMMES (BA LLB, B.COM LLB & BBA LLB)

Semester	Course Code	Course Title	Lectures (L) Hours per week	Tutorial (T) Hours per week	Practical (P) Hours per week	Total Credits
1	BEH2151	Understanding Self for Effectiveness	1	-	-	1
2	BEH2251	Problem Solving and Creative Thinking	1	-	-	1
3	BEH2351	Group Dynamics and Team Building	1	-	-	1
4	BEH2451	Stress and Coping Strategies	1	-	-	1
5	BEH2552	Personality, Nationalism and Human Values	1	-	-	1
6	BEH2652	Interpersonal Communication	1	-	-	1
7	BEH2751	Relationship Management	1	-	-	1
8	BEH2851	Personal & Professional Excellence	1	-	-	1

### UNDERGRADUATE -3YEAR PROGRAMMES

Semester	Course Code	Course Title	Lectures (L) Hours per week	Tutorial (T) Hours per week	Practical (P) Hours per week	Total Credits
1	BEH2151	Understanding Self for Effectiveness	1	-	-	1
2	BEH2251	Problem Solving and Creative Thinking	1	-	-	1
3	BEH2351	Group Dynamics and Team Building	1	-	-	1
4	BEH2451	Stress and Coping Strategies	1	-	-	1
5	BEH2551	Individual, Society and Nations	1	-	-	1
6	BEH2651	Interpersonal Communication and Relationship Management	1	-	-	1

## POSTGRADUATE PROGRAMMES

Semester	Course Code	Course Title	Lectures (L) Hours per week	Tutorial (T) Hours per week	Practical (P) Hours per week	Total Credits
1	BEH4151	Self-Development and Interpersonal Skills	1	-	-	1
2	BEH4251	Behavioural Communication and Relationship Management	1	-	-	1
3	BEH4351	Leading Through Teams	1	-	-	1
4	BEH4451	Professional Excellence	1	-	-	1

## INTEGRATED PROGRAMMES (UNDERGRADUATE-POSTGRADUATE)

Semester	Course Code	Course Title	Lectures (L) Hours per week	Tutorial (T) Hours per week	Practical (P) Hours per week	Total Credits
1	BEH2151	Understanding Self for Effectiveness	1	-	-	1
2	BEH2251	Problem Solving and Creative Thinking	1	-	-	1
3	BEH2351	Group Dynamics and Team Building	1	-	-	1
4	BEH2451	Stress and Coping Strategies	1	-	-	1
5	BEH2551	Individual, Society and Nations	1	-	-	1
6	BEH2651	Interpersonal Communication and Relationship Management	1	-	-	1
7	BEH4151	Self-Development and Interpersonal Skills	1	-	-	1
8	BEH4451	Professional Excellence	1	-	-	1
9	BEH4351	Leading Through Teams	1	-	-	1

# SYLLABUS-UNDERGRADUATE-4 YEAR PROGRAMMES & UNDERGRADUATE- INTEGRATED LAW PROGRAMMES (BA LLB, B.COM LLB & BBA LLB)

## Syllabus - First Semester

### UNDERSTANDING SELF FOR EFFECTIVENESS

**Course Code: BEH2151**

**Credit Units: 01**

**Course Objective:**

This course aims at imparting:

- Understanding self & process of self exploration
- Learning strategies for development of a healthy self esteem
- Importance of attitudes and its effective on personality
- Building Emotional Competence

**Course Contents:**

**Module I: Self: Core Competency**

Understanding of Self

Components of Self – Self identity

Self concept

Self confidence

Self image

**Module II: Techniques of Self Awareness**

Exploration through Johari Window

Mapping the key characteristics of self

Framing a charter for self

Stages – self awareness, self acceptance and self realization

**Module III: Self Esteem & Effectiveness**

Meaning and Importance

Components of self esteem

High and low self esteem

Measuring your self esteem

**Module IV: Building Positive Attitude**

Meaning and nature of attitude

Components and Types of attitude

Importance and relevance of attitude

**Module V: Building Emotional Competence**

Emotional Intelligence – Meaning, components, Importance and Relevance

Positive and Negative emotions

Healthy and Unhealthy expression of emotions

**Module VI: End-of-Semester Appraisal**

**Viva based on personal journal**

**Assessment of Behavioural change as a result of training**

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Organizational Behaviour, Davis, K.
- Hoover, Judhith D. Effective Small Group and Team Communication, 2002, Harcourt College Publishers
- Dick, McCann & Margerison, Charles: Team Management, 1992 Edition, viva books
- Bates, A. P. and Julian, J.: Sociology - Understanding Social Behaviour
- Dressler, David and Cans, Donald: The Study of Human Interaction
- Lapiere, Richard. T – Social Change
- Lindzey, G. and Borgatta, E: Sociometric Measurement in the Handbook of Social Psychology, Addison – Welsley, US.
- Rose, G.: Oxford Textbook of Public Health, Vol.4, 1985.
- LaFasto and Larson: When Teams Work Best, 2001, Response Books (Sage), New Delhi
- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 2, Group (1996); Pfeiffer & Company
- Smither Robert D.; The Psychology of Work and Human Performance, 1994, Harper Collins College Publishers

# Syllabus – Second Semester

## PROBLEM SOLVING AND CREATIVE THINKING

**Course Code: BEH2251**

**Credit Units: 01**

### **Course Objective:**

To enable the students:

- Understand the process of problem solving and creative thinking.
- Facilitation and enhancement of skills required for decision-making.

### **Course Contents:**

#### **Module I: Thinking as a tool for Problem Solving**

What is thinking: The Mind/Brain/Behaviour

Critical Thinking and Learning:

- Making Predictions and Reasoning
- Memory and Critical Thinking
- Emotions and Critical Thinking

Thinking skills

#### **Module II: Hindrances to Problem Solving Process**

Perception

Expression

Emotion

Intellect

Work environment

#### **Module III: Problem Solving Process**

Recognizing and Defining a problem

Analyzing the problem (potential causes)

Developing possible alternatives

Evaluating Solutions

Resolution of problem

Implementation

Barriers to problem solving:

- Perception
- Expression
- Emotion
- Intellect
- Work environment

#### **Module IV: Plan of Action**

Construction of POA

Monitoring

Reviewing and analyzing the outcome

#### **Module V: Creative Thinking**

Definition and meaning of creativity

The nature of creative thinking

- Convergent and Divergent thinking

- Idea generation and evaluation (Brain Storming)
- Image generation and evaluation
- Debating

The six-phase model of Creative Thinking: ICEDIP model

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

Components	SAP	Journal for Success (JOS)	A	Mid Term Test / CT / Assignment	VIVA / Presentation
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Michael Steven: How to be a better problem solver, Kogan Page, New Delhi, 1999
- Geoff Petty: How to be better at creativity; Kogan Page, New Delhi, 1999
- Richard Y. Chang and P. Keith, Kelly: Wheeler Publishing, New Delhi, 1998.
- Phil Lowe Koge Page: Creativity and Problem Solving, New Delhi, 1996
- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 3, Management (1996); Pfeiffer &Company
- Bensley, Alan D.: Critical Thinking in Psychology – A Unified Skills Approach, (1998), Brooks/Cole Publishing Company.



# Syllabus – Third Semester

## GROUP DYNAMICS AND TEAM BUILDING

**Course Code: BEH2351**

**Credit Units: 01**

**Course Objective:**

To inculcate in the students an elementary level of understanding of group/team functions.  
To develop team spirit and to know the importance of working in teams.

**Course Contents:**

**Module I: Group formation**

Definition and Characteristics  
Importance of groups  
Classification of groups  
Stages of group formation  
Benefits of group formation

**Module II: Group Functions**

External Conditions affecting group functioning: Authority, Structure, Org. Resources, Organizational policies etc.  
Internal conditions affecting group functioning: Roles, Norms, Conformity, Status, Cohesiveness, Size, Inter group conflict.  
Group Cohesiveness and Group Conflict  
Adjustment in Groups

**Module III: Teams**

Meaning and nature of teams  
External and internal factors effecting team  
Building Effective Teams  
Consensus Building  
Collaboration

**Module IV: Leadership**

Meaning, Nature and Functions  
Self leadership  
Leadership styles in organization  
Leadership in Teams

**Module V: Power to empower: Individual and Teams**

Meaning and Nature  
Types of power  
Relevance in organization and Society

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal  
Assessment of Behavioural change as a result of training  
Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Organizational Behaviour, Davis, K.
- Hoover, Judhith D. Effective Small Group and Team Communication, 2002, Harcourt College Publishers.
- Dick, McCann & Margerison, Charles: Team Management, 1992 Edition, viva books.
- Bates, A. P. and Julian, J.: Sociology - Understanding Social Behaviour.
- Dressers, David and Cans, Donald: The Study of Human Interaction.
- Lapiere, Richard. T – Social Change.
- Lindzey, G. and Borgatta, E: Sociometric Measurement in the Handbook of Social Psychology, Addison – Welsley, US.
- Rose, G.: Oxford Textbook of Public Health, Vol.4, 1985.
- LaFasto and Larson: When Teams Work Best, 2001, Response Books (Sage), New Delhi
- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 2, Group (1996); Pfeiffer & Company.
- Smither Robert D.; The Psychology of Work and Human Performance, 1994, Harper Collins College Publishers.

# Syllabus - Fourth Semester

## STRESS AND COPING STRATEGIES

**Course Code: BEH2451**

**Credit Units: 01**

**Course Objective:**

To develop an understanding the concept of stress its causes, symptoms and consequences.

To develop an understanding the consequences of the stress on one's wellness, health, and work performance.

**Course Contents:**

**Module I: Stress**

Meaning & Nature

Characteristics

Types of stress

**Module II: Stages and Models of Stress**

Stages of stress

The physiology of stress

Stimulus-oriented approach.

Response-oriented approach.

The transactional and interactional model

Pressure – environment fit model of stress

**Module III: Causes and symptoms of stress**

Personal

Organizational

Environmental

**Module IV: Consequences of stress**

Effect on behaviour and personality

Effect of stress on performance

Individual and Organizational consequences with special focus on health

**Module V: Strategies for stress management**

Importance of stress management

Healthy and Unhealthy strategies

Peer group and social support

Happiness and well-being

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Blonna, Richard; Coping with Stress in a Changing World: Second edition
- Pestonjee, D.M, Pareek, Udai, Agarwal Rita; Studies in Stress And its Management
- Pestonjee, D.M.; Stress and Coping: The Indian Experience
- Clegg, Brian; Instant Stress Management – Bring calm to your life now

# Syllabus – Fifth Semester

## PERSONALITY, NATIONALISM AND HUMAN VALUES

Course Code: BEH2552

Credit Units: 01

### Course Objective:

This course aims at enabling students towards:  
Understand the importance of individual differences  
Better understanding of self in relation to society and nation  
Facilitation for a meaningful existence and adjustment in society  
Inculcating patriotism and national pride

### Course Contents:

#### Module I: Individual differences & Personality

Personality: Definition & Relevance  
Importance of nature & nurture in Personality Development  
Importance and Recognition of Individual differences in Personality  
Accepting and Managing Individual differences (adjustment mechanisms)  
Intuition, Judgement, Perception & Sensation (MBTI)  
BIG5 Factors

#### Module II: Managing Diversity

Defining Diversity  
Affirmation Action and Managing Diversity  
Increasing Diversity in Work Force  
Barriers and Challenges in Managing Diversity

#### Module III: Socialization

Nature of Socialization  
Social Interaction  
Interaction of Socialization Process  
Contributions to Society and Nation

#### Module IV: Patriotism and National Pride

Sense of pride and patriotism  
Importance of discipline and hard work  
Integrity and accountability

#### Module V: Human Rights, Values and Ethics

Meaning and Importance of human rights  
Human rights awareness  
Values and Ethics- Learning based on project work on Scriptures like- Ramayana, Mahabharata, Gita etc.

#### Module VI: End-of-Semester Appraisal

Viva based on personal journal  
Assessment of Behavioural change as a result of training  
Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Davis, K. Organizational Behaviour,
- Bates, A. P. and Julian, J.: Sociology - Understanding Social Behaviour
- Dressler, David and Cans, Donald: The Study of Human Interaction
- Lapiere, Richard. T – Social Change
- Lindzey, G. and Borgatta, E: Sociometric Measurement in the Handbook of Social Psychology, Addison – Welsley, US.
- Rose, G.: Oxford Textbook of Public Health, Vol.4, 1985.
- Robbins O.B.Stephen;. Organizational Behaviour

# Syllabus – Sixth Semester

## INTERPERSONAL COMMUNICATION

**Course Code: BEH2652**

**Credit Units: 01**

**Course Objective:**

This course provides practical guidance on

- Enhancing personal effectiveness and performance through effective interpersonal communication
- Enhancing their conflict management and negotiation skills

**Course Contents:**

**Module I: Interpersonal Communication: An Introduction**

Importance of Interpersonal Communication

Types – Self and Other Oriented

Rapport Building – NLP, Communication Mode

Steps to improve Interpersonal Communication

**Module II: Behavioural Communication**

Meaning and Nature of behavioural communication

Persuasion, Influence, Listening and Questioning

Guidelines for developing Human Communication skills

Relevance of Behavioural Communication for personal and professional development

**Module III: Interpersonal Styles**

Transactional Analysis

Life Position/Script Analysis

Games Analysis

Interactional and Transactional Styles

**Module IV: Conflict Management**

Meaning and nature of conflicts

Styles and techniques of conflict management

Conflict management and interpersonal communication

**Module V: Negotiation Skills**

Meaning and Negotiation approaches (Traditional and Contemporary)

Process and strategies of negotiations

Negotiation and interpersonal communication

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Vangelist L. Anita, Mark N. Knapp, Inter Personal Communication and Human Relationships: Third Edition, Allyn and Bacon.
- Julia T. Wood. Interpersonal Communication everyday encounter
- Simons, Christine, Naylor, Belinda: Effective Communication for Managers, 1997 1<sup>st</sup> Edition Cassel
- Goddard, Ken: Informative Writing, 1995 1<sup>st</sup> Edition, Cassell
- HarvardBusinessSchool, Effective Communication: United States of America
- Foster John, Effective Writing Skills: Volume-7, First Edition 2000, Institute of Public Relations (IPR)
- Beebe, Beebe and Redmond; Interpersonal Communication, 1996; Allyn and Bacon Publishers



# Syllabus – Seventh Semester

## RELATIONSHIP MANAGEMENT

**Course Code: BEH2751**

**Credit Units: 01**

**Course Objective:**

- To understand the basis of interpersonal relationship
- To understand various communication style
- To learn the strategies for effective interpersonal relationship

**Course Contents:**

**Module I: Understanding Relationships**

- Importance of relationships
- Role and relationships
- Maintaining healthy relationships

**Module II: Bridging Individual Differences**

- Understanding individual differences
- Bridging differences in Interpersonal Relationship – TA
- Communication Styles

**Module III: Interpersonal Relationship Development**

- Importance of Interpersonal Relationships
- Interpersonal Relationships Skills
- Types of Interpersonal Relationships

**Module IV: Theories of Interpersonal Relationships**

- Theories: Social Exchange, Uncertainty Reduction Theory
- Factors Affecting Interpersonal Relationships
- Improving Interpersonal Relationships

**Module V: Impression Management**

- Meaning & Components of Impression Management
- Impression Management Techniques (Influencing Skills)
- Impression Management Training-Self help and Formal approaches

**Module VI: End-of-Semester Appraisal**

- Viva based on personal journal
- Assessment of Behavioural change as a result of training
- Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Vangelist L. Anita, Mark N. Knapp, Inter Personal Communication and Human Relationships: Third Edition, Allyn and Bacon
- Julia T. Wood. Interpersonal Communication everyday encounter
- Simons, Christine, Naylor, Belinda: Effective Communication for Managers, 1997 1<sup>st</sup> Edition Cassell
- Goddard, Ken: Informative Writing, 1995 1<sup>st</sup> Edition, Cassell
- HarvardBusinessSchool, Effective Communication: United States of America
- Foster John, Effective Writing Skills: Volume-7, First Edition 2000, Institute of Public Relations (IPR)
- Beebe, Beebe and Redmond; Interpersonal Communication, 1996; Allyn and Bacon Publishers.

# Syllabus – Eighth Semester

## PERSONAL AND PROFESSIONAL EXCELLENCE

**Course Code: BEH2851**

**Credit Units: 01**

**Course Objective:**

Importance of Personal and Professional excellence  
Inculcating the components of excellence

**Course Contents:**

**Module I: Components of Excellence**

Personal Excellence:

Identifying long-term choices and goals

Uncovering the talent, strength & style

Analyzing choke points in your personal processes by analysis in area of placements, events, seminars, conference, extracurricular activities, projects etc.

**Module II: Managing Personal Effectiveness**

Setting goals to maintain focus

Dimensions of personal effectiveness (self disclosure, openness to feedback and perceptiveness)

Integration of personal and organizational vision for effectiveness

A healthy balance of work and play

Managing Stress creatively and productively

**Module III: Personal Success Strategy**

Time management

Handling criticism and interruptions

Dealing with difficult people

Mapping and evaluating the situations

Identifying long-term goals

**Module IV: Positive Personal Growth**

Understanding & Developing positive emotions

Positive approach towards future

Resilience during loss and challenge

**Module V: Professional Success**

Building independence & interdependence

Reducing resistance to change

Continued reflection (Placements, events, seminars, conferences, projects extracurricular Activities etc.)

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Dr. Michael J. Provitera: Mastering Self-Motivation: Preparing Yourself for Personal Excellence
- George Leonard: Mastery: The keys to success and long-term fulfillment.
- Arlene R. Barro: Win Without Competing! Career Success the Right Fit Way

# SYLLABUS - UNDERGRADUATE-3 YEAR PROGRAMMES

## Syllabus - First Semester

### UNDERSTANDING SELF FOR EFFECTIVENESS

**Course Code: BEH2151**

**Credit Units: 01**

**Course Objective:**

This course aims at imparting:

- Understanding self & process of self exploration
- Learning strategies for development of a healthy self esteem
- Importance of attitudes and its effective on personality
- Building Emotional Competence

**Course Contents:**

**Module I: Self: Core Competency**

Understanding of Self

Components of Self – Self identity

Self concept

Self confidence

Self image

**Module II: Techniques of Self Awareness**

Exploration through Johari Window

Mapping the key characteristics of self

Framing a charter for self

Stages – self awareness, self acceptance and self realization

**Module III: Self Esteem & Effectiveness**

Meaning and Importance

Components of self esteem

High and low self esteem

Measuring your self esteem

**Module IV: Building Positive Attitude**

Meaning and nature of attitude

Components and Types of attitude

Importance and relevance of attitude

**Module V: Building Emotional Competence**

Emotional Intelligence – Meaning, components, Importance and Relevance

Positive and Negative emotions

Healthy and Unhealthy expression of emotions

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

## Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

### Examination Scheme: Total Internal (100)

Components	SAP	Journal for Success (JOS)	A	Mid Term Test / CT / Assignment	VIVA / Presentation
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

### Text & References:

- Organizational Behaviour, Davis, K.
- Hoover, Judhith D. Effective Small Group and Team Communication, 2002, Harcourt College Publishers
- Dick, McCann & Margerison, Charles: Team Management, 1992 Edition, viva books
- Bates, A. P. and Julian, J.: Sociology - Understanding Social Behaviour
- Dressler, David and Cans, Donald: The Study of Human Interaction
- Lapiere, Richard. T – Social Change
- Lindzey, G. and Borgatta, E: Sociometric Measurement in the Handbook of Social Psychology, Addison – Welsley, US.
- Rose, G.: Oxford Textbook of Public Health, Vol.4, 1985.
- LaFasto and Larson: When Teams Work Best, 2001, Response Books (Sage), New Delhi
- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 2, Group (1996); Pfeiffer & Company
- Smither Robert D.; The Psychology of Work and Human Performance, 1994, Harper Collins College Publishers

# Syllabus – Second Semester

## PROBLEM SOLVING AND CREATIVE THINKING

Course Code: BEH2251

Credit Units: 01

### Course Objective:

To enable the students:

- Understand the process of problem solving and creative thinking.
- Facilitation and enhancement of skills required for decision-making.

### Course Contents:

#### Module I: Thinking as a tool for Problem Solving

What is thinking: The Mind/Brain/Behaviour

Critical Thinking and Learning:

- Making Predictions and Reasoning
- Memory and Critical Thinking
- Emotions and Critical Thinking

Thinking skills

#### Module II: Hindrances to Problem Solving Process

Perception

Expression

Emotion

Intellect

Work environment

#### Module III: Problem Solving Process

Recognizing and Defining a problem

Analyzing the problem (potential causes)

Developing possible alternatives

Evaluating Solutions

Resolution of problem

Implementation

Barriers to problem solving:

- Perception
- Expression
- Emotion
- Intellect
- Work environment

#### Module IV: Plan of Action

Construction of POA

Monitoring

Reviewing and analyzing the outcome

#### Module V: Creative Thinking

Definition and meaning of creativity

The nature of creative thinking

- Convergent and Divergent thinking

- Idea generation and evaluation (Brain Storming)
- Image generation and evaluation
- Debating

The six-phase model of Creative Thinking: ICEDIP model

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

Components	SAP	Journal for Success (JOS)	A	Mid Term Test / CT / Assignment	VIVA / Presentation
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

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- Geoff Petty: How to be better at creativity; Kogan Page, New Delhi, 1999
- Richard Y. Chang and P. Keith, Kelly: Wheeler Publishing, New Delhi, 1998.
- Phil Lowe Koge Page: Creativity and Problem Solving, New Delhi, 1996
- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 3, Management (1996); Pfeiffer &Company
- Bensley, Alan D.: Critical Thinking in Psychology – A Unified Skills Approach, (1998), Brooks/Cole Publishing Company.



# Syllabus – Third Semester

## GROUP DYNAMICS AND TEAM BUILDING

**Course Code: BEH2351**

**Credit Units: 1**

**Course Objective:**

To inculcate in the students an elementary level of understanding of group/team functions.  
To develop team spirit and to know the importance of working in teams.

**Course Contents:**

**Module I: Group formation**

Definition and Characteristics  
Importance of groups  
Classification of groups  
Stages of group formation  
Benefits of group formation

**Module II: Group Functions**

External Conditions affecting group functioning: Authority, Structure, Org. Resources, Organizational policies etc.  
Internal conditions affecting group functioning: Roles, Norms, Conformity, Status, Cohesiveness, Size, Inter group conflict.  
Group Cohesiveness and Group Conflict  
Adjustment in Groups

**Module III: Teams**

Meaning and nature of teams  
External and internal factors effecting team  
Building Effective Teams  
Consensus Building  
Collaboration

**Module IV: Leadership**

Meaning, Nature and Functions  
Self leadership  
Leadership styles in organization  
Leadership in Teams

**Module V: Power to empower: Individual and Teams**

Meaning and Nature  
Types of power  
Relevance in organization and Society

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal  
Assessment of Behavioural change as a result of training  
Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Organizational Behaviour, Davis, K.
- Hoover, Judhith D. Effective Small Group and Team Communication, 2002, Harcourt College Publishers.
- Dick, McCann & Margerison, Charles: Team Management, 1992 Edition, viva books.
- Bates, A. P. and Julian, J.: Sociology - Understanding Social Behaviour.
- Dressers, David and Cans, Donald: The Study of Human Interaction.
- Lapiere, Richard. T – Social Change.
- Lindzey, G. and Borgatta, E: Sociometric Measurement in the Handbook of Social Psychology, Addison – Welsley, US.
- Rose, G.: Oxford Textbook of Public Health, Vol.4, 1985.
- LaFasto and Larson: When Teams Work Best, 2001, Response Books (Sage), New Delhi
- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 2, Group (1996); Pfeiffer & Company.
- Smither Robert D.; The Psychology of Work and Human Performance, 1994, Harper Collins College Publishers.

# Syllabus – Fourth Semester

## STRESS AND COPING STRATEGIES

**Course Code: BEH2451**

**Credit Units: 01**

**Course Objective:**

To develop an understanding the concept of stress its causes, symptoms and consequences.

To develop an understanding the consequences of the stress on one's wellness, health, and work performance.

**Course Contents:**

**Module I: Stress**

Meaning & Nature

Characteristics

Types of stress

**Module II: Stages and Models of Stress**

Stages of stress

The physiology of stress

Stimulus-oriented approach.

Response-oriented approach.

The transactional and interact ional model.

Pressure – environment fit model of stress.

**Module III: Causes and symptoms of stress**

Personal

Organizational

Environmental

**Module IV: Consequences of stress**

Effect on behaviour and personality

Effect of stress on performance

Individual and Organizational consequences with special focus on health

**Module V: Strategies for stress management**

Importance of stress management

Healthy and Unhealthy strategies

Peer group and social support

Happiness and well-being

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Blonna, Richard; Coping with Stress in a Changing World: Second edition
- Pestonjee, D.M, Pareek, Udai, Agarwal Rita; Studies in Stress And its Management
- Pestonjee, D.M.; Stress and Coping: The Indian Experience
- Clegg, Brian; Instant Stress Management – Bring calm to your life now

# Syllabus – Fifth Semester

## INDIVIDUAL, SOCIETY AND NATIONS

**Course Code: BEH2551**

**Credit Units: 01**

### **Course Objective:**

This course aims at enabling students towards:

- Understand the importance of individual differences
- Better understanding of self in relation to society and nation
- Facilitation for a meaningful existence and adjustment in society
- To inculcate patriotism and National pride.
- To enhance personal and professional excellence

### **Course Contents:**

#### **Module I: Individual differences & Personality**

Personality: Definition & Relevance

Importance of nature & nurture in Personality Development

Importance and Recognition of Individual differences in Personality

Accepting and Managing Individual differences (Adjustment Mechanisms)

Intuition, Judgment, Perception & Sensation (MBTI)

BIG5 Factors

#### **Module II: Socialization**

Nature of Socialization

Social Interaction

Interaction of Socialization Process

Contributions to Society & Nation

#### **Module III: Patriotism and National Pride**

Sense of Pride and Patriotism

Importance of Discipline and hard work

Integrity and accountability

#### **Module IV: Human Rights, Values and Ethics**

Meaning of Human Rights

Human Rights Awareness

Importance of human rights

Values and Ethics- Learning based on project work on Scriptures like Ramayana, Mahabharata, Gitaetc

#### **Module V: Personal and Professional Excellence**

Personal excellence:

- Identifying Long-term choices and goals
- Uncovering talent, strength and style

Alan P. Rossiter's eight aspects of Professional Excellence

Resilience during challenge and loss

Continued Reflection (Placements, Events, Seminars, Conferences, Projects, Extracurricular Activities, etc.)

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Bates, A. P. and Julian, J.: Sociology - Understanding Social Behaviour
- Dressler, David and Cans, Donald: The Study of Human Interaction
- Lapiere, Richard. T – Social Change
- Rose, G.: Oxford Textbook of Public Health, Vol.4, 1985.
- Robbins O.B.Stephen;. Organizational Behaviour

## Syllabus – Sixth Semester

### INTERPERSONAL COMMUNICATION & RELATIONSHIP MANAGEMENT

**Course Code: BEH2651**

**Credit Units: 01**

**Course Objective:**

This course aims at imparting an understanding of:  
Interpersonal communication and relationship  
Strategies for healthy interpersonal relationship  
Effective management of emotions  
Building interpersonal competence

**Course Contents:**

**Module I: Interpersonal Communication**

Importance of Behavioural/ Interpersonal Communication  
Types – Self and Other Oriented  
Rapport Building – NLP, Communication Mode  
Steps to improve Interpersonal Communication

**Module II: Interpersonal Styles**

Transactional Analysis  
Life Position/Script Analysis  
Games Analysis  
Interactional and Transactional Styles  
Bridging differences in Interpersonal Relationship through TA  
Communication Styles

**Module III: Conflict Management and Negotiation**

Meaning and Nature of conflicts  
Styles and techniques of conflict management  
Meaning of Negotiation  
Process and Strategies of Negotiation  
Interpersonal Communication: Conflict Management and Negotiation

**Module IV: Interpersonal Relationship Development**

Importance of Interpersonal Relationships  
Interpersonal Relationship Skills  
Types of Interpersonal Relationships  
Relevance of Interpersonal Communication in Relationship Development

**Module V: Impression Management**

Meaning & Components of Impression Management  
Impression Management Techniques  
Impression Management Training-Self help and Formal approaches

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Vangelist L. Anita, Mark N. Knapp, Inter Personal Communication and Human Relationships: Third Edition, Allyn and Bacon
- Julia T. Wood. Interpersonal Communication everyday encounter
- Beebe, Beebe and Redmond; Interpersonal Communication, 1996; Allyn and Bacon Publishers.
- Rosenfeld, P., Giacalone, R.A. and Catherine, A.R. (2003). Impression Management: Building and Enhancing Reputations at Work. Thomson Learning, Singapore.



# SYLLABUS – POSTGRADUATE PROGRAMMES

## Syllabus – First Semester

### SELF-DEVELOPMENT AND INTERPERSONAL SKILLS

**Course Code: BEH4151**

**Credit Units: 01**

**Course Objective:**

This course aims at imparting an understanding of:

Self and the process of self exploration

Learning strategies for development of a healthy self esteem

Importance of attitudes and their effect on work behaviour

Effective management of emotions and building interpersonal competence.

**Course Contents:**

**Module I: Understanding Self**

Formation of self concept

Dimension of Self

Components of self

Self Competency

**Module II: Self-Esteem: Sense of Worth**

Meaning and Nature of Self Esteem

Characteristics of High and Low Self Esteem

Importance & need of Self Esteem

Self esteem at work

Steps to enhance Self Esteem

**Module III: Emotional Intelligence: Brain Power**

Introduction to EI

Difference between IQ, EQ and SQ

Relevance of EI at workplace

Self assessment, analysis and action plan

**Module IV: Managing Emotions and Building Interpersonal Competence**

Need and importance of Emotions

Healthy and Unhealthy expression of emotions

Anger: Conceptualization and Cycle

Developing emotional and interpersonal competence

Self assessment, analysis and action plan

**Module V: Leading Through Positive Attitude**

Understanding Attitudes

Formation of Attitudes

Types of Attitudes

Effects of Attitude on  
 Behaviour  
 Perception  
 Motivation  
 Stress  
 Adjustment  
 Time Management  
 Effective Performance  
 Building Positive Attitude

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal  
 Assessment of Behavioural change as a result of training  
 Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

Components	SAP	Journal for Success (JOS)	A	Mid Term Test / CT / Assignment	VIVA / Presentation
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Towers, Marc: Self Esteem, 1<sup>st</sup> Edition 1997, American Media
- Pedler Mike, Burgoyne John, Boydell Tom, A Manager’s Guide to Self-Development: Second edition, McGraw-Hill Book Company.
- Covey, R. Stephen: Seven habits of Highly Effective People, 1992 Edition, Simon & Schuster Ltd.
- Khera Shiv: You Can Win, 1<sup>st</sup> Edition, 1999, Macmillan
- Gegax Tom, Winning in the Game of Life: 1<sup>st</sup> Edition, Harmony Books
- ChatterjeeDebashish, Leading Consciously: 1998 1<sup>st</sup> Edition, Viva Books Pvt Ltd.
- Dr. Dinkmeyer Don, Dr. Losoncy Lewis, The Skills of Encouragement: St. Lucie Press.
- Singh, Dalip, 2002, Emotional Intelligence at work; First Edition, Sage Publications.
- Goleman, Daniel: Emotional Intelligence, 1995 Edition, Bantam Books
- Goleman, Daniel: Working with E.I., 1998 Edition, Bantam Books.

## Syllabus – Second Semester

### BEHAVIOURAL COMMUNICATION AND RELATIONSHIP MANAGEMENT

**Course Code: BEH4251**

**Credit Units: 01**

**Course Objective:**

This course aims at imparting an understanding of:

Process of Behavioural communication

Aspects of interpersonal communication and relationship

Management of individual differences as important dimension of IPR

**Course Contents:**

**Module I: Behavioural Communication**

Scope of Behavioural Communication

Process – Personal, Impersonal and Interpersonal Communication

Guidelines for developing Human Communication skills

Relevance of Behavioural Communication in relationship management

**Module II: Managing Individual Differences in Relationships**

Principles

Types of issues

Approaches

Understanding and importance of self disclosure

Guidelines for effective communication during conflicts

**Module III: Communication Climate: Foundation of Interpersonal Relationships**

Elements of satisfying relationships

Conforming and Disconfirming Communication

Culturally Relevant Communication

Guideline for Creating and Sustaining Healthy Climate

**Module IV: Interpersonal Communication**

Imperatives for Interpersonal Communication

Models – Linear, Interaction and Transaction

Patterns – Complementary, Symmetrical and Parallel

Types – Self and Other Oriented

Steps to improve Interpersonal Communication

**Module V: Interpersonal Relationship Development**

Relationship circle – Peer/ Colleague, Superior and Subordinate

Initiating and establishing IPR

Escalating, maintaining and terminating IPR

Direct and indirect strategies of terminating relationship

Model of ending relationship

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Vangelist L. Anita, Mark N. Knapp, Inter Personal Communication and Human Relationships: Third Edition, Allyn and Bacon
- Julia T. Wood. Interpersonal Communication everyday encounter
- Simons, Christine, Naylor, Belinda: Effective Communication for Managers, 1997 1<sup>st</sup> Edition Cassell
- Harvard Business School, Effective Communication: United States of America
- Beebe, Beebe and Redmond; Interpersonal Communication, 1996; Allyn and Bacon Publishers.

# Syllabus – Third Semester

## LEADING THROUGH TEAMS

**Course Code: BEH4351**

**Credit Units: 01**

**Course Objective:**

This course aims to enable students to:  
Understand the concept and building of teams  
Manage conflict and stress within team  
Facilitate better team management and organizational effectiveness through universal human values.

**Course Contents:**

**Module I: Teams: An Overview**

Team Design Features: team vs. group  
Effective Team Mission and Vision  
Life Cycle of a Project Team  
Rationale of a Team, Goal Analysis and Team Roles

**Module II: Team & Sociometry**

Patterns of Interaction in a Team  
Sociometry: Method of studying attractions and repulsions in groups  
Construction of sociogram for studying interpersonal relations in a Team

**Module III: Team Building**

Types and Development of Team Building  
Stages of team growth  
Team performance curve  
Profiling your Team: Internal & External Dynamics  
Team Strategies for organizational vision  
Team communication

**Module IV: Team Leadership & Conflict Management**

Leadership styles in organizations  
Self Authorized team leadership  
Causes of team conflict  
Conflict management strategies  
Stress and Coping in teams

**Module V: Global Teams and Universal Values**

Management by values  
Pragmatic spirituality in life and organization  
Building global teams through universal human values  
Learning based on project work on Scriptures like Ramayana, Mahabharata, Gita etc.

### **Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

#### **Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

#### **Text & References:**

- Organizational Behaviour, Davis, K.
- Hoover, Judith D. Effective Small Group and Team Communication, 2002, Harcourt College Publishers
- LaFasto and Larson: When Teams Work Best, 2001, Response Books (Sage), New Delhi
- Dick, McCann & Margerison, Charles: Team Management, 1992 Edition, viva books
- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 2, Group (1996); Pfeiffer & Company
- Smither Robert D.; The Psychology of Work and Human Performance, 1994, Harper Collins College Publishers

# Syllabus – Fourth Semester

## PROFESSIONAL EXCELLENCE

**Course Code: BEH4451**

**Credit Units: 01**

**Course Objective:**

This course aims at imparting an understanding of:

Build and leverage your professional reputation

Maintain focus in pressure situations

Make a balanced choice between professional and personal commitments

**Course Contents:**

**Module I: Individual, Society and Nation**

Individual Differences and Dimensions of Personality

Socialization Process

Relating to the Nation: Values, Culture, Religion

Sense of pride and Patriotism

Managing Diversity

**Module II: Components of Excellence**

Personal Excellence:

Identifying long-term choices and goals

Uncovering the talent, strength & style

Analyzing choke points in your personal processes by analysis in area of placements, events, seminars, conference, extracurricular activities, projects etc.

Developing professional power: Goal-setting, time management, handling criticism, interruptions and time wasters

**Module III: Career Planning**

Knowing one's Interest and Aptitude

Identifying available Resources

Setting goals to maintain focus:

Developing Positive attributes in personality

Self-reliance and Employability skills

**Module IV: Stress Management for Healthy Living**

Meaning and Nature of Stress

Stages of stress

Causes and Consequences of stress: Personal, Organizational and Environmental

Personal Styles and strategies of coping

**Module V: Professional Success**

Building independence & interdependence

Reducing resistance to change

Continued reflection (Placements, events, seminars, conferences, projects extracurricular Activities etc.)

### **Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

#### **Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

#### **Text & References:**

- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 2, Group (1996); Pfeiffer & Company
- Smither Robert D.; The Psychology of Work and Human Performance, 1994, Harper Collins College Publishers
- Raman, A.T. (2003) Knowledge Management: A Resource Book. Excel Books, Delhi.
- Kamalavijayan, D. (2005). Information and Knowledge Management. Macmillan India Ltd. Delhi



# SYLLABUS - INTEGRATED PROGRAMMES (UNDERGRADUATE-POSTGRADUATE)

## Syllabus – First Semester

### UNDERSTANDING SELF FOR EFFECTIVENESS

**Course Code: BEH2151**

**Credit Units: 01**

**Course Objective:**

This course aims at imparting:

- Understanding self & process of self exploration
- Learning strategies for development of a healthy self esteem
- Importance of attitudes and its effective on personality
- Building Emotional Competence

**Course Contents:**

**Module I: Self: Core Competency**

Understanding of Self

Components of Self – Self identity

Self concept

Self confidence

Self image

**Module II: Techniques of Self Awareness**

Exploration through Johari Window

Mapping the key characteristics of self

Framing a charter for self

Stages – self awareness, self acceptance and self realization

**Module III: Self Esteem & Effectiveness**

Meaning and Importance

Components of self esteem

High and low self esteem

Measuring your self esteem

**Module IV: Building Positive Attitude**

Meaning and nature of attitude

Components and Types of attitude

Importance and relevance of attitude

**Module V: Building Emotional Competence**

Emotional Intelligence – Meaning, components, Importance and Relevance

Positive and Negative emotions

Healthy and Unhealthy expression of emotions

## Module VI: End-of-Semester Appraisal

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

### Examination Scheme: Total Internal (100)

Components	SAP	Journal for Success (JOS)	A	Mid Term Test / CT / Assignment	VIVA / Presentation
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

### Text & References:

- Organizational Behaviour, Davis, K.
- Hoover, Judith D. Effective Small Group and Team Communication, 2002, Harcourt College Publishers
- Dick, McCann & Margerison, Charles: Team Management, 1992 Edition, viva books
- Bates, A. P. and Julian, J.: Sociology - Understanding Social Behaviour
- Dressler, David and Cans, Donald: The Study of Human Interaction
- Lapiere, Richard. T – Social Change
- Lindzey, G. and Borgatta, E: Sociometric Measurement in the Handbook of Social Psychology, Addison – Welsley, US.
- Rose, G.: Oxford Textbook of Public Health, Vol.4, 1985.
- LaFasto and Larson: When Teams Work Best, 2001, Response Books (Sage), New Delhi
- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 2, Group (1996); Pfeiffer & Company
- Smither Robert D.; The Psychology of Work and Human Performance, 1994, Harper Collins College Publishers

# Syllabus - Second Semester

## PROBLEM SOLVING AND CREATIVE THINKING

Course Code: BEH2251

Credit Units: 01

### Course Objective:

To enable the students:

- Understand the process of problem solving and creative thinking.
- Facilitation and enhancement of skills required for decision-making.

### Course Contents:

#### Module I: Thinking as a tool for Problem Solving

What is thinking: The Mind/Brain/Behaviour

Critical Thinking and Learning:

- Making Predictions and Reasoning
- Memory and Critical Thinking
- Emotions and Critical Thinking

Thinking skills

#### Module II: Hindrances to Problem Solving Process

Perception

Expression

Emotion

Intellect

Work environment

#### Module III: Problem Solving Process

Recognizing and Defining a problem

Analyzing the problem (potential causes)

Developing possible alternatives

Evaluating Solutions

Resolution of problem

Implementation

Barriers to problem solving:

- Perception
- Expression
- Emotion
- Intellect
- Work environment

#### Module IV: Plan of Action

Construction of POA

Monitoring

Reviewing and analyzing the outcome

#### Module V: Creative Thinking

Definition and meaning of creativity

The nature of creative thinking

- Convergent and Divergent thinking
- Idea generation and evaluation (Brain Storming)
- Image generation and evaluation
- Debating

The six-phase model of Creative Thinking: ICEDIP model

### Module VI: End-of-Semester Appraisal

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

### Examination Scheme: Total Internal (100)

Components	SAP	Journal for Success (JOS)	A	Mid Term Test / CT / Assignment	VIVA / Presentation
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

### Text & References:

- Michael Steven: How to be a better problem solver, Kogan Page, New Delhi, 1999
- Geoff Petty: How to be better at creativity; Kogan Page, New Delhi, 1999
- Richard Y. Chang and P. Keith, Kelly: Wheeler Publishing, New Delhi, 1998.
- Phil Lowe Koge Page: Creativity and Problem Solving, New Delhi, 1996
- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 3, Management (1996); Pfeiffer & Company
- Bensley, Alan D.: Critical Thinking in Psychology – A Unified Skills Approach, (1998), Brooks/Cole Publishing Company.

# Syllabus – Third Semester

## GROUP DYNAMICS AND TEAM BUILDING

**Course Code: BEH2351**

**Credit Units: 01**

**Course Objective:**

To inculcate in the students an elementary level of understanding of group/team functions.  
To develop team spirit and to know the importance of working in teams.

**Course Contents:**

**Module I: Group formation**

Definition and Characteristics  
Importance of groups  
Classification of groups  
Stages of group formation  
Benefits of group formation

**Module II: Group Functions**

External Conditions affecting group functioning: Authority, Structure, Org. Resources, Organizational policies etc.  
Internal conditions affecting group functioning: Roles, Norms, Conformity, Status, Cohesiveness, Size, Inter group conflict.  
Group Cohesiveness and Group Conflict  
Adjustment in Groups

**Module III: Teams**

Meaning and nature of teams  
External and internal factors effecting team  
Building Effective Teams  
Consensus Building  
Collaboration

**Module IV: Leadership**

Meaning, Nature and Functions  
Self leadership  
Leadership styles in organization  
Leadership in Teams

**Module V: Power to empower: Individual and Teams**

Meaning and Nature  
Types of power  
Relevance in organization and Society

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal  
Assessment of Behavioural change as a result of training  
Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Organizational Behaviour, Davis, K.
- Hoover, Judith D. Effective Small Group and Team Communication, 2002, Harcourt College Publishers.
- Dick, McCann & Margerison, Charles: Team Management, 1992 Edition, viva books.
- Bates, A. P. and Julian, J.: Sociology - Understanding Social Behaviour.
- Dressers, David and Cans, Donald: The Study of Human Interaction.
- Lapiere, Richard. T – Social Change.
- Lindzey, G. and Borgatta, E: Sociometric Measurement in the Handbook of Social Psychology, Addison – Welsley, US.
- Rose, G.: Oxford Textbook of Public Health, Vol.4, 1985.
- LaFasto and Larson: When Teams Work Best, 2001, Response Books (Sage), New Delhi
- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 2, Group (1996); Pfeiffer & Company.
- Smither Robert D.; The Psychology of Work and Human Performance, 1994, Harper Collins College Publishers.

# Syllabus – Fourth Semester

## STRESS AND COPING STRATEGIES

**Course Code: BEH2451**

**Credit Units: 01**

**Course Objective:**

To develop an understanding the concept of stress its causes, symptoms and consequences.

To develop an understanding the consequences of the stress on one's wellness, health, and work performance.

**Course Contents:**

**Module I: Stress**

Meaning & Nature

Characteristics

Types of stress

**Module II: Stages and Models of Stress**

Stages of stress

The physiology of stress

Stimulus-oriented approach.

Response-oriented approach.

The transactional and interactional model.

Pressure – environment fit model of stress.

**Module III: Causes and symptoms of stress**

Personal

Organizational

Environmental

**Module IV: Consequences of stress**

Effect on behaviour and personality

Effect of stress on performance

Individual and Organizational consequences with special focus on health

**Module V: Strategies for stress management**

Importance of stress management

Healthy and Unhealthy strategies

Peer group and social support

Happiness and well-being

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Blonna, Richard; Coping with Stress in a Changing World: Second edition
- Pestonjee, D.M, Pareek, Udai, Agarwal Rita; Studies in Stress And its Management
- Pestonjee, D.M.; Stress and Coping: The Indian Experience
- Clegg, Brian; Instant Stress Management – Bring calm to your life now



# Syllabus – Fifth Semester

## INDIVIDUAL, SOCIETY AND NATIONS

**Course Code: BEH2551**

**Credit Units: 01**

### **Course Objective:**

This course aims at enabling students towards:

- Understand the importance of individual differences
- Better understanding of self in relation to society and nation
- Facilitation for a meaningful existence and adjustment in society
- To inculcate patriotism and National pride.
- To enhance personal and professional excellence

### **Course Contents:**

#### **Module I: Individual differences & Personality**

Personality: Definition & Relevance

Importance of nature & nurture in Personality Development

Importance and Recognition of Individual differences in Personality

Accepting and Managing Individual differences (Adjustment Mechanisms)

Intuition, Judgment, Perception & Sensation (MBTI)

BIG5 Factors

#### **Module II: Socialization**

Nature of Socialization

Social Interaction

Interaction of Socialization Process

Contributions to Society & Nation

#### **Module III: Patriotism and National Pride**

Sense of Pride and Patriotism

Importance of Discipline and hard work

Integrity and accountability

#### **Module IV: Human Rights, Values and Ethics**

Meaning of Human Rights

Human Rights Awareness

Importance of human rights

Values and Ethics- Learning based on project work on Scriptures like Ramayana, Mahabharata, Gita etc

#### **Module V: Personal and Professional Excellence**

Personal excellence:

- Identifying Long-term choices and goals
- Uncovering talent, strength and style

Alan P. Rossiter's eight aspects of Professional Excellence

Resilience during challenge and loss

Continued Reflection (Placements, Events, Seminars, Conferences, Projects, Extracurricular Activities, etc.)

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Bates, A. P. and Julian, J.: Sociology - Understanding Social Behaviour
- Dressler, David and Cans, Donald: The Study of Human Interaction
- Lapiere, Richard. T – Social Change
- Rose, G.: Oxford Textbook of Public Health, Vol.4, 1985.
- Robbins O.B.Stephen;. Organizational Behaviour

## Syllabus – Sixth Semester

### INTERPERSONAL COMMUNICATION AND RELATIONSHIP MANAGEMENT

**Course Code: BEH2651**

**Credit Units: 01**

**Course Objective:**

This course aims at imparting an understanding of:  
Interpersonal communication and relationship.  
Strategies for healthy interpersonal relationship  
Effective management of emotions.  
Building interpersonal competence.

**Course Contents:**

**Module I: Interpersonal Communication**

Importance of Behavioural/ Interpersonal Communication  
Types – Self and Other Oriented  
Rapport Building – NLP, Communication Mode  
Steps to improve Interpersonal Communication

**Module II: Interpersonal Styles**

Transactional Analysis  
Life Position/Script Analysis  
Games Analysis  
Interactional and Transactional Styles  
Bridging differences in Interpersonal Relationship through TA  
Communication Styles

**Module III: Conflict Management and Negotiation**

Meaning and Nature of conflicts  
Styles and techniques of conflict management  
Meaning of Negotiation  
Process and Strategies of Negotiation  
Interpersonal Communication: Conflict Management and Negotiation

**Module IV: Interpersonal Relationship Development**

Importance of Interpersonal Relationships  
Interpersonal Relationship Skills  
Types of Interpersonal Relationships  
Relevance of Interpersonal Communication in Relationship Development

**Module V: Impression Management**

Meaning & Components of Impression Management  
Impression Management Techniques  
Impression Management Training-Self help and Formal approaches

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Vangelist L. Anita, Mark N. Knapp, Inter Personal Communication and Human Relationships: Third Edition, Allyn and Bacon
- Julia T. Wood. Interpersonal Communication everyday encounter
- Beebe, Beebe and Redmond; Interpersonal Communication, 1996; Allyn and Bacon Publishers.
- Rosenfeld, P., Giacalone, R.A. and Catherine, A.R. (2003). Impression Management: Building and Enhancing Reputations at Work. Thomson Learning, Singapore.

# Syllabus – Seventh Semester

## SELF-DEVELOPMENT AND INTERPERSONAL SKILLS

**Course Code: BEH4151**

**Credit Units: 01**

**Course Objective:**

This course aims at imparting an understanding of:

Self and the process of self exploration

Learning strategies for development of a healthy self esteem

Importance of attitudes and their effect on work behaviour

Effective management of emotions and building interpersonal competence.

**Course Contents:**

**Module I: Understanding Self**

Formation of self concept

Dimension of Self

Components of self

Self Competency

**Module II: Self-Esteem: Sense of Worth**

Meaning and Nature of Self Esteem

Characteristics of High and Low Self Esteem

Importance & need of Self Esteem

Self esteem at work

Steps to enhance Self Esteem

**Module III: Emotional Intelligence: Brain Power**

Introduction to EI

Difference between IQ, EQ and SQ

Relevance of EI at workplace

Self assessment, analysis and action plan

**Module IV: Managing Emotions and Building Interpersonal Competence**

Need and importance of Emotions

Healthy and Unhealthy expression of emotions

Anger: Conceptualization and Cycle

Developing emotional and interpersonal competence

Self assessment, analysis and action plan

**Module V: Leading Through Positive Attitude**

Understanding Attitudes

Formation of Attitudes

Types of Attitudes

Effects of Attitude on

Behaviour

Perception

Motivation

Stress  
 Adjustment  
 Time Management  
 Effective Performance  
 Building Positive Attitude

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal  
 Assessment of Behavioural change as a result of training  
 Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

Components	SAP	Journal for Success (JOS)	A	Mid Term Test / CT / Assignment	VIVA / Presentation
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Towers, Marc: Self Esteem, 1<sup>st</sup> Edition 1997, American Media
- Pedler Mike, Burgoyne John, Boydell Tom, A Manager’s Guide to Self-Development: Second edition, McGraw-Hill Book Company.
- Covey, R. Stephen: Seven habits of Highly Effective People, 1992 Edition, Simon & Schuster Ltd.
- Khera Shiv: You Can Win, 1<sup>st</sup> Edition, 1999, Macmillan
- Gegax Tom, Winning in the Game of Life: 1<sup>st</sup> Edition, Harmony Books
- ChatterjeeDebashish, Leading Consciously: 1998 1<sup>st</sup> Edition, Viva Books Pvt Ltd.
- Dr. Dinkmeyer Don, Dr. Losoncy Lewis, The Skills of Encouragement: St. Lucie Press.
- Singh, Dalip, 2002, Emotional Intelligence at work; First Edition, Sage Publications.
- Goleman, Daniel: Emotional Intelligence, 1995 Edition, Bantam Books
- Goleman, Daniel: Working with E.I., 1998 Edition, Bantam Books.

# Syllabus – Eighth Semester

## PROFESSIONAL EXCELLENCE

**Course Code: BEH4451**

**Credit Units: 01**

**Course Objective:**

This course aims at imparting an understanding of:

Build and leverage your professional reputation

Maintain focus in pressure situations

Make a balanced choice between professional and personal commitments

**Course Contents:**

**Module I: Individual, Society and Nation**

Individual Differences and Dimensions of Personality

Socialization Process

Relating to the Nation: Values, Culture, Religion

Sense of pride and Patriotism

Managing Diversity

**Module II: Components of Excellence**

Personal Excellence:

Identifying long-term choices and goals

Uncovering the talent, strength & style

Analyzing choke points in your personal processes by analysis in area of placements, events, seminars, conference, extracurricular activities, projects etc.

Developing professional power: Goal-setting, time management, handling criticism, interruptions and time wasters

**Module III: Career Planning**

Knowing one's Interest and Aptitude

Identifying available Resources

Setting goals to maintain focus:

Developing Positive attributes in personality

Self-reliance and Employability skills

**Module IV: Stress Management for Healthy Living**

Meaning and Nature of Stress

Stages of stress

Causes and Consequences of stress: Personal, Organizational and Environmental

Personal Styles and strategies of coping

**Module V: Professional Success**

Building independence & interdependence

Reducing resistance to change

Continued reflection (Placements, events, seminars, conferences, projects extracurricular Activities etc.)

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 2, Group (1996); Pfeiffer & Company
- Smither Robert D.; The Psychology of Work and Human Performance, 1994, Harper Collins College Publishers
- Raman, A.T. (2003) Knowledge Management: A Resource Book. Excel Books, Delhi.
- Kamalavijayan, D. (2005). Information and Knowledge Management. Macmillan India Ltd. Delhi



# Syllabus – Ninth Semester

## LEADING THROUGH TEAMS

**Course Code: BEH4351**

**Credit Units: 01**

**Course Objective:**

This course aims to enable students to:  
Understand the concept and building of teams  
Manage conflict and stress within team  
Facilitate better team management and organizational effectiveness through universal human values.

**Course Contents:**

**Module I: Teams: An Overview**

Team Design Features: team vs. group  
Effective Team Mission and Vision  
Life Cycle of a Project Team  
Rationale of a Team, Goal Analysis and Team Roles

**Module II: Team & Sociometry**

Patterns of Interaction in a Team  
Sociometry: Method of studying attractions and repulsions in groups  
Construction of sociogram for studying interpersonal relations in a Team

**Module III: Team Building**

Types and Development of Team Building  
Stages of team growth  
Team performance curve  
Profiling your Team: Internal & External Dynamics  
Team Strategies for organizational vision  
Team communication

**Module IV: Team Leadership & Conflict Management**

Leadership styles in organizations  
Self Authorized team leadership  
Causes of team conflict  
Conflict management strategies  
Stress and Coping in teams

**Module V: Global Teams and Universal Values**

Management by values  
Pragmatic spirituality in life and organization  
Building global teams through universal human values  
Learning based on project work on Scriptures like Ramayana, Mahabharata, Gita etc.

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal  
Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme: Total Internal (100)**

<b>Components</b>	<b>SAP</b>	<b>Journal for Success (JOS)</b>	<b>A</b>	<b>Mid Term Test / CT / Assignment</b>	<b>VIVA / Presentation</b>
Weightage (%)	25	10	5	30	30

SAP: Social Awareness Programme, A: Attendance, CT: Class Test

**Text & References:**

- Organizational Behaviour, Davis, K.
- Hoover, Judhith D. Effective Small Group and Team Communication, 2002, Harcourt College Publishers
- LaFasto and Larson: When Teams Work Best, 2001, Response Books (Sage), New Delhi
- Dick, McCann & Margerison, Charles: Team Management, 1992 Edition, viva books
- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 2, Group (1996); Pfeiffer & Company
- Smither Robert D.; The Psychology of Work and Human Performance, 1994, Harper Collins College Publishers