

CERTIFICATE COURSE IN LEADERSHIP AND MANAGEMENT

SYLLABUS

DEPARTMENT: DEPARTMENT OF COMMERCE

NAME OF COURSE: CERTIFICATE COURSE IN LEADERSHIP AND MANAGEMENT

COURSE CODE: CVAC015

TOTAL HOURS: 30

UNIT-I (10 HOURS)

Types of leadership - Communication and confidence - Honing your message-say it like you mean it-look like you mean it-confronting anxiety. Body Language: cross cultural-body language and own words, facial expression, vocal delivery, gestures and stares, touching, deception and micro expressions.

UNIT- II (10 HOURS)

Mind set and habits for influence: Find inspiration, build rapport, be likable, be influenceable, turn objections into actions, think long term. Influencing techniques- simple-specific-surprising, Pain and gain framing, compare and contrast, secure a commitment, appeal to high level.

UNIT -III (10 HOURS)

Skills for Leaders and managers: Coaching fundamentals - Basics-the business case for coaching-common coaching challenges. Coaching Models: coaching frame works, GROW coaching model. Coaching Skills: Listen as a coach, give and receive feedback. Goal settings.

REFERENCE

Mastery by Robert Greene

Big Magic: Creative Living Beyond Fear by Elizabeth Gilbert

Indistractable: How to Control your Attention and Choose your Life by Nir Eyal

Thinking, Fast and Slow by Daniel Kahneman

Declutter Your Mind: How to Stop Worrying, Relieve Anxiety, and Eliminate Negative Thinking by S.J. Scott and Barrie Davenport