

Semester - 4

Course Code: 401

Course Title: Organizational Soft-skills in Software Industry

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Course Title	Organizational Soft-skills in Software Industry Ability Enhancement Course – 04 [In option to this course, the course will be selected by the student and required 2 credits can be opted from the list of courses mentioned in Table-6 (Page number 51 – 52) from NEP-2020 S.O.P. of Gujarat State implementation handbook for NcrFr. The credits can be acquired through any valid MOOC, online courses recognized and approved by UGC or from courses offered by college/institute out of the course basket offered by the University under the Ability Enhancement courses]
Credits	2
Course Category	Ability Enhancement Course (AEC-04)
Level of Course	200-299 (Intermediate Level)
Teaching per Week	2 Hours
Minimum weeks per Semester	15 (Including class work, examination, preparation etc.)
Review / Revision	-
Implementation Year:	A.Y. 2024-2025
Purpose of Course	Computer Science professionals work at different levels in the hierarchy of various jobs in IT. It is essential to understand the Organization Structure and behavior. <ul style="list-style-type: none">- Integration of Knowledge and Skills: One objective of a multidisciplinary course is to foster the integration of knowledge and skills from different disciplines. By combining various areas of study, students can gain a holistic understanding of a particular topic or problem. This objective aims to break down the traditional boundaries between subjects and encourage students to see connections and relationships across different fields.- Promoting Critical Thinking and Problem Solving: Another objective is to enhance students' critical thinking and problem-solving abilities. Multidisciplinary courses often involve complex real-world issues that require a multifaceted approach. By engaging with diverse perspectives and methodologies, students develop the capacity to analyze problems from multiple angles, think creatively, and propose innovative solutions.- Enhancing Collaboration and Communication Skills: Collaboration and effective communication are essential skills in today's interconnected world. Multidisciplinary courses aim to cultivate these skills by providing opportunities for students to work collaboratively with peers from different disciplines. Through group projects, discussions, and presentations, students learn how to articulate their ideas, listen actively to others, and collaborate effectively to achieve common goals. This objective prepares students for interdisciplinary work environments and encourages the exchange of ideas across disciplinary boundaries.
Course Objective	These courses are designed as combination of Indian Languages (from the Eighth Schedule of the Indian Constitution) and English language courses, with a specific focus on enhancing language and communication skills. The primary objective of these courses is to help students acquire and demonstrate essential soft-skills in discipline specific (software industry), linguistics skills, including critical reading, expository writing and academic writing.

	HEIs have flexibility to introduce courses that are tailored to specific disciplines or are applicable across all undergraduate programmes. A list of a few AEC courses is provided in Table-6 (3.3.4) of Implementation of NEP-2020 for the state of Gujarat S.O.P.								
Pre-requisite	Knowledge of English at H.Sc.(10 th) Level								
Course Outcomes	<p>CO1: After completion of the course the student will be aware about the Structure of an organization</p> <p>CO2: Also, will have better understanding of human behaviour in an organization</p> <p>CO3: Students will understand and develop their attitude</p> <p>CO4: Students will learn the importance of motivation</p> <p>CO5: Students will be able to understand the leader, skills of leader and leadership styles</p> <p>CO6: students will have idea about BPO and call centers</p>								
Mapping between Course Outcome(CO) and Program Specific Outcome (PSO):		PS01	PS02	PS03	PS04	PS05	PS06	PS07	PS08
	CO1								
	CO2								
	CO3								
	CO4								
	CO5								
	CO6								
Course Content	<p>Unit 1: Introduction to Software development Organization Structure</p> <p>1.1 What makes an organization</p> <p>1.2 Overview of software organizational structure and its importance in software development</p> <p>1.3 Structure of organization:</p> <p>1.4 Traditional vs. Agile organizational structures in software development</p> <p>1.5 Roles and responsibilities within software development teams</p> <p>1.6 Management in Software Organization : Scope and Role of Management</p> <p>Unit 2: Writing Skills for Effective Communication in Organizations</p> <p>2.1 Importance of writing skills in software organizations</p> <p>2.2 Principles of effective written communication (clarity, conciseness, coherence)</p> <p>2.3 Techniques for writing professional emails, reports, and documentation</p> <p>2.4 Best practices for writing technical documents and user manuals in software development</p> <p>Unit-3 : Software Organizational Hierarchy and team building</p> <p>3.1 Hierarchy in software development organization and roles of Project manager, System Analyst, System Architect, Business Model Developer, Team Leaders, Coders, Debuggers.</p> <p>3.2 Managerial Skills (Technical Skills, Human Skills, Conceptual Skills)</p> <p>3.3 Importance of verbal communication skills in software development teams</p> <p>3.3.1 Effective communication in meetings, stand-ups, and presentations</p> <p>3.3.2 Active listening techniques for better understanding and collaboration</p> <p>3.3.3 Strategies for conveying technical concepts to non-technical stakeholders</p> <p>Unit 4: Communication Strategies for Collaboration</p> <p>4.1 Importance of communication in team collaboration and project management.</p> <p>4.2 Strategies for resolving conflicts and addressing disagreements in software teams.</p>								

	<p>4.3 Effective communication techniques for remote and distributed teams.</p> <p>4.4 Building rapport and fostering team cohesion through effective communication practices.</p> <p>4.5 Opportunities for automation, intelligent decision-making, and impact on software development teams.</p>
Reference Books	<p>1.) Title: "Software Engineering at Google: Lessons Learned from Programming Over Time", Author: Titus Winters, Tom Manshreck, Hyrum Wright, Publisher: O'Reilly Media, ISBN: 978-1492082798</p> <p>2.) Title: "The Elements of Style", Author: William Strunk Jr., E.B. White, Publisher: Pearson, ISBN: 978-0205309023</p> <p>3.) Title: "Writing That Works: How to Communicate Effectively in Business", Author: Kenneth Roman, Joel Raphaelson, Publisher: HarperBusiness, ISBN: 978-0060956431</p> <p>4.) Title: "Technical Communication: A Reader-Centered Approach", Author: Paul V. Anderson, Publisher: Cengage Learning, ISBN: 978-1305667884</p> <p>5.) Title: "Crucial Conversations: Tools for Talking When Stakes Are High", Authors: Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler, Publisher: McGraw-Hill Education, ISBN: 978-0071771320</p> <p>6.) Title: "Nonviolent Communication: A Language of Life", Author: Marshall B. Rosenberg, Publisher: Puddledancer Press, ISBN: 978-1892005038.</p> <p>7.) Title: "The Silent Language", Author: Edward T. Hall, Publisher: Anchor, ISBN: 978-0385055499</p> <p>8.) Title: "Emotional Intelligence 2.0", Authors: Travis Bradberry, Jean Greaves, Publisher: TalentSmart, ISBN: 978-0974320625</p> <p>9.) Title: "Leadership and Self-Deception: Getting Out of the Box", Authors: The Arbinger Institute, Publisher: Berrett-Koehler Publishers, ISBN: 978-1576759776</p> <p>10.) Title: "Difficult Conversations: How to Discuss What Matters Most" Authors: Douglas Stone, Bruce Patton, Sheila Heen, Publisher: Penguin Books, ISBN: 978-0143118442.</p>
Teaching Methodology	Class Work, Discussion, Self-Study, Case-study, Seminars and/or Assignments
Evaluation Method	<p>50% Internal assessment.</p> <p>50% External assessment.</p> <p>External Assessment: Each student will be given a case-study of software industry to study organizational structure, hierarchy of the employee structure, environment and interpersonal communication among the teams. Tools and techniques used to interact within the organization and with the clients. The students will create a report/document based on the given case study and give presentation at the end of the semester for final evaluation. The examiner panel will consist of two examiners including one faculty member/resource person who handled the course and one person from the software industry. (Incase the person from software industry is not available, both examiners can be faculty members/resource person of the institute.)</p> <p>Assessment :</p> <ul style="list-style-type: none"> - Writing skills and report/documentation abilities (20%) - Oral presentations evaluating verbal communication skills (20%) - Viva-voce (20%) - Case study analysis and problem-solving exercises focusing on communication strategies in software organizations (40%)

