

# MCS 214 Syllabus

## **Block 1 – Professional Skills needed at the Workplace-I**

Unit 1 – The Process of Communication

Unit 2 – Telephone Techniques

Unit 3 – Job applications and Interviews

Unit 4 – Group Discussions

Unit 5 – Managing Organisational Structure

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# MCS 214 Syllabus

## **Block 2 – Professional Skills needed at the Workplace-II**

Unit 1 – Meetings

Unit 2 – Presentation Skills-I

Unit 3 – Presentation Skills-II

Unit 4 – Developing Interpersonal Skills for a  
Successful Life at the Workplace

Unit 5 – Work Ethics and Social Media Etiquette

Unit 6 – Copyright and Plagiarism

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