



THE UNIVERSITY OF BURDWAN

Minor Course under Vocational Education & Training

Course Code: HRM5021

Course Title: Human Resource Management –Module 2

Total Credit: 4 (Lecture -3, Tutorial -1)

Duration: 60 Hours

Detailed Syllabus – Fifth Semester

Communicating with Colleagues (Seniors, Peers and Subordinates) (Duration: 6 Hours)

- Identify job-related requirements, performance indicators and incentives by seeking clarification from reporting superior.
- Record work output, exceptions and any anticipated reasons for delays as per organisational requirements.
- Report work output, exceptions and any anticipated reasons for delays to supervisor as per organisational requirements.
- Seek and receive feedback on performance output and quality.
- Receive information and instructions from colleagues accurately getting clarification where required.
- Accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt.
- Give information to others clearly, at a pace and in a manner that helps them to understand. • State the common reasons for interpersonal conflict.
- Explain the importance of developing effective working relationships for professional success.
- Describe how to express and address grievances appropriately and effectively.
- Explain the importance and ways of managing interpersonal conflict effectively.
- Explain the importance of teamwork in organizational and individual success.
- Display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible.
- Consult with and assist others to maximize effectiveness and efficiency in carrying out tasks.
- State the various components of effective communication.
- Explain the importance of effective communication in the workplace.
- Display appropriate communication etiquette while working.
- Explain the key elements of active listening.



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- Explain the value and importance of active listening and assertive communication.
- Explain the barriers to effective communication.
- Explain the importance of tone and pitch in effective communication and how to use it.
- Use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism.
- Demonstrate responsible and disciplined behaviours at the workplace such as punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc. Interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work.
- Explain the importance of avoiding casual expletives and unpleasant terms while communicating professional circles.
- Explain the importance of discipline for professional success.
- State what constitutes disciplined behaviour for a working professional.

Communicating with Clients and Visitors (Duration: 6 Hours)

- Meet and greet visitors promptly, treating them politely and making them feel welcome.
- Ask questions politely to the visitors in order to identify them and their needs.
- Provide clear and accurate information visitors as per their requirement, while following organisation policies for information access and confidentiality.
- Listen actively in two-way communication.
- Display sensitivity to gender, cultural and social differences such as modes of greeting, formality, etc.



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- State the various categories of people that one is required to communicate and coordinate within the organization.
- Identify customer dissatisfaction, the reason for dissatisfaction and address their complaints effectively.
- Ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers.
- Allow the visitors to complete what they have to say without interrupting them while they talk.
- Ensure to avoid negative questions and statements to the customers.
- Inform the customers on any issues or problems beforehand and also on the developments involving them.

Professional Development (Duration: 10 Hours)

- Develop personal and professional goals and objectives.
- Classify goal and objectives into various timelines such as short, medium and long-term.
- Explain the importance of developing personal and professional goals and objectives.
- Identify strengths and weaknesses in relation to goals and objectives.
- Explain the importance of identifying strengths and weaknesses in relation to goals and objectives.
- Evaluate own capacity to meet goals and objectives.
- Explain how to identify strengths and weaknesses and evaluate own capacity to meet goals and objectives.
- Determine personal development needs to perform role as per desired standards.
- Develop a professional development plan to enhance professional capabilities.



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- Explain the importance of continuous learning and developing a professional development plan.
- Document a professional practice plan designed to support the achievement of goals.
- Select and implement development opportunities to support continuous learning and maintain the currency of professional practice.
- Development opportunities to support continuous learning and maintain the currency of professional practice.
- Research developments and trends impacting on professional practice and integrate information into work performance.
- Explain how to source information on developments and trends impacting on professional practice and why is it important.
- Invite peers and others to observe, and provide feedback, on own performance and practices.
- Use feedback from colleagues and clients to identify and introduce, improvements in work performance.
- Explain the importance of taking and using feedback from colleagues and clients to identify and introduce, improvements in work performance.

Professional Practice (Duration: 10 Hours)

- Display appropriate professional appearance for the workplace.
- Explain the importance of displaying professional appearance behaviour at all times.
- Interact with team members, clients, vendors, visitors and other stakeholders in a Professional manner.
- Perform tasks to the required workplace standard.



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- Complete duties accurately, systematically and within required timeframes.
- Follow organisational policies while carrying out tasks.
- State reliable sources of information for finding out about organisation policies.
- Seek clarifications where organisational policies are not clear, from authorised and reliable sources.
- Protect the rights of the client and organisation when delivering services.
- State the nature of rights that clients and organisations have.
- Explain how the wrong actions can deny clients and organisations of their rights.
- Ensure services are delivered equally to all clients regardless of personal and cultural beliefs.
- Plan to meet team performance targets and standards.
- Monitor own and team performance as per agreed plan.
- Share all relevant information with stakeholders in agreed formats and as per agreed timelines.
- Work collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes.
- Explain the importance of working collaboratively with colleagues through sharing information and ideas and working together on agreed outcomes.
- Recognise, avoid and/or address any conflict of interest.
- Explain the concept of conflict of interest and why it is important to recognise, avoid and/or address any conflict of interest.
- Use of conflict resolution and negotiation skills to identify critical points, issues, concerns and problems identify options for changing behaviours.
- Recognize and respond to inappropriate behaviour towards self or others in a professional manner and as per organisational policy. Explain types of inappropriate behaviours at the workplace such as violence, inappropriate language, verbal or physical abuse or bullying, insensitive verbal or physical behaviour in terms of



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cultural, racial, disability and gender-based insensitivities, dominant or overbearing behaviour, disruptive behaviour, non-compliance with safety instructions, unethical behaviour.

Labour Law (Duration: 28)

- Law relation to Labour relation and Trade union
- Law relation to Law welfare
- Factories Act
- Employee state insurance Act
- Payment of wages Act
- Minimum wage Act
- Payment of Bonus Act
- Workmen Compensation Act
- Trade union Act
- Industrial disputes Act

Reference Books on Human Resource Management

- 1) Human Resource Management in India – Sage Publications India Pvt Ltd
- 2) Strategic Human Resource Management – Pearson India.
- 3) Human Resource Management in India – Excel Books
- 4) Human Resource Management in India – Tata Mc Grow Hill Education
- 5) Human Resource Management an Indian Context—Himalaya Publishing House
- 6) Human Resource Management in India—Thi Learning Pvt Ltd
- 7) Indian Ethos and Human Resource Management—Excel Books
- 8) Human Resource Management in India—Oxford University Press