

# PROGRAM ANNOUNCEMENT

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# Soft Skills Workshop

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## Overview

**Campus Connect Program** aims at evolving a model through which Infosys and engineering institutions can partner for competitiveness, enhance the pool of highly capable talent for growth requirements in Information Technology (IT) space. It is aimed at creating an effective means of backward integration into the supply chain by going into the college campuses from where the IT industry gets the people for its growth. The nation-wide program focuses on preparing “industry-ready IT professionals” by aligning and enhancing the engineering student skills with the needs of the industry.

It is generally recognized by the IT industry that the repertoire of competencies that successful entry level employees bring to the workplace has five components: Technical skills, Quality skills, Domain skills, Learning skills and Soft skills. “Soft skills” are those that are crucial to an employee’s ability to work “smarter”.

A survey of employers has revealed that some of the skills that are essential for entry level employees include: articulation, competence in reading, writing, effective listening and oral communication skills; adaptability to cross cultural environment through creative thinking and problem solving; personal management with assertiveness and initiative; interpersonal skills; the ability to work in teams. IT companies define the entrants to be ‘Industry Ready’ when they possess these skills.

This **Program Announcement** under the Infosys **Campus Connect Program** contains details of “**Soft Skills Workshop**” consolidated here for quick reference.

## At a Glance

1. Targeted at Faculty
2. Soft skills Workshop covers the course titles - **Art of Communication, Hidden data of communication, World of Teams, Discussions, Decisions and Presentations and Adapting to Corporate Life.**
3. Soft Skills Workshop will be one week, full time residential program at Infosys Campus
4. Participants will receive Student Workbook and Faculty Workbook
5. Suggested number of participants per partnering college is TWO
6. Participation is by Invitation
7. Pre-work must be completed

## Rationale for Program

1. Enrich the knowledge of the faculty with role play, case study, scenarios and experiences, to enhance courseware delivery effectiveness
2. Familiarize partnering college faculty with the best-in-class facilitation and assessment methods to enhance the student learning effectiveness
3. Share our IP and thus develop large pool of faculty across the nation to deliver FP course in the same style and depth as Infosys
4. Familiarize partnering college faculty to evolve well defined Soft Skills program rollout plan

## Program Description

The Soft Skills Workshop is designed to bring together experienced faculty members of partner colleges for knowledge transfer interaction sessions. Here is an overview of objectives for each of the topics.

1. **The Art of Communication** - To provide the participants with information, and equip them with the requisite skills to make their communication effective
2. **The Hidden Data of Communication** - To provide the participants with information, and equip them with the requisite skills to enable them to deal with feelings, understand assertiveness, and develop self-confidence
3. **In The World of Teams** - To enable the participant appreciate the Elements of Teamwork, understand the stages by which a Group becomes a Team, appreciate the characteristics of an Effective Team learn what your Team Player Style is, and the Value that your Style brings to a Team
4. **Discussions, Decisions and Presentations** - To assist the participants in understanding the basics underlying group discussions, the group decision – making process, and how to make presentations
5. **Adapting to Corporate Life** - To assist the participants in understanding the nuances of Corporate Grooming and Dressing, Corporate Etiquette, and the Ethical Dilemmas present in business

The workshop is conceived to be highly interactive, discussion oriented, learning sessions. Multimedia tools like video will also be used to drive home critical points.

Individuals will learn from team activities and will receive personalized briefing.

**Process Overview** – Conducting a Soft Skills Workshop event involves key phases such as Event Planning, Faculty registration, Event execution and Post-event Reporting.

**Planning phase** involves identification of participating colleges, event communication, nomination of faculty members by participating

college, facilities booking including classrooms/ equipment/ accommodation for guests & Infoscians associated with the event, ordering of give aways participant materials, registration of faculty members on the Campus Connect portal. Detailed agenda will be prepared that has a several interactive and work group sessions.

**Faculty Registration phase** results in list of confirmed nominations for the event together with individual travel plans. Typically the nominated faculty members will have time to familiarize with the Soft Skills courseware and Campus Connect portal.

**Event Execution phase** involves program kick-off and hourly execution and tracking of agenda activities. Socializing, case studies, campus tour, meeting with Infoscians and networking are a part of the workshop. One of the primary activities is the preparation of Soft Skills rollout plan for the specific college by the respective college faculty members that will be shared with the group. All participating faculty members will receive a certificate at the close of the program.

**Post-Event Reporting phase** focus is on analysis of feedback, Management reporting, communication to college Management and financial settlement activities.

## Pre-Requisites

1. Colleges need to be Campus Connect partner College
2. College Single Point of Contact (SPoC) need to communicate the names and contacts of college faculty members who will participate in this workshop
3. Preferably faculty from humanities background should be nominated for this workshop
4. Nominated faculty needs to be a permanent faculty with 5 to 10 years of teaching experience
5. Nominated faculty member must be willing to drive the Soft Skills Rollout at college campus

## Program Governance

**College SPOC** – College SPOC will be one of the core team members of the respective colleges.

**Infosys SPOC** – An Infosys who interfaces and manages the relationship with the partner college.

## Reference Information

1. Soft Skills Deployment Guide
2. Workbook for faculty
3. Workbook for students

## Program Benefits

1. Infosys Leadership Institute reviewed the courseware providing direct alignment with IT industry needs
2. On-Campus offering saving travel, living and other expenses
3. Infosys Alliance Partner help can be taken for course delivery, contact sessions and assessments based on mutually agreed commercial terms
4. Attractive training fee enabling large batch planning
5. Interactive, experiential learning methods providing real-life examples/ situations
6. Faculty with IT industry experience delivering significant Return On Time Invested

## Program Deliverables

1. 10 – 12 months part time training
2. Faculty and Student Workbook
3. Personal interactions and development plan
4. Articles for further reading

## Soft Skills Program Rollout for Students

1. Infosys SPOC to communicate with Campus Connect partner colleges and brief the key personnel about the program
2. Shortlist colleges based on their interest and readiness to run soft skills program
3. Introduce Infosys identified alliance partner contact to college
4. College will enter into contract with the alliance partner based on mutually agreed commercial terms
5. College will schedule the soft skills program and the alliance partner will conduct the same
6. College will be responsible for payments to the alliance partner
7. Review student feedback with College Management, Campus Connect contact and record suggestions for improvement
8. Pls. refer to Soft Skills Deployment Guide for complete process check.

## Rollout Planning Information

1. Lead time – Consider 3 – 4 weeks lead time for scheduling soft skills program
2. Availability of soft copy of Student Workbook on College Intranet
3. Training location will be college class room suitable for group exercises & lectures
4. **Equipments:**
  - a. Table chair for 50 students (Cluster)
  - b. White board & Markers
  - c. PC with CD drive and large display
  - d. DLP Projector / VCD-DVD-VCR

- e. Flip chart with markers
- f. PA system with collar microphone
- 5. Coffee-Tea, Snacks and Lunch arrangements
- 6. Stay for faculty (consider multiple events)
- 7. Student identification tags
- 8. Senior member for program kick-off/ close
- 9. Any giveaway to the faculty

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## **For Rollout Suggested Activities for College SPOC**

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- 1. Liaise with Infosys identified Alliance Partner
- 2. Course Announcement
- 3. Students Registration
- 4. Batching and Scheduling
- 5. Arrange Facilities & Equipment
- 6. Training co-ordination
- 7. Review with Infosys SPOC
- 8. Payment to Infosys Alliance Partner

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## **Measuring Improvement**

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The program also provides an instrument for evaluation of improvements in soft skills before and after the training.

## Frequently Asked Questions

**1 What are Soft Skills?**

“Soft skills” are those that are crucial to an employee’s ability to work “smarter”. A survey of employers has revealed a list of specific “soft skills” that they believe as essential for employees. The skills most frequently mentioned for fresh entrant engineers are “knowing how to learn; competence in reading, writing, effective listening and oral communication skills; adaptability through creative thinking and problem solving; personal management with strong self-esteem and initiative; interpersonal skills; the ability to work in teams”.

**2 Can a Campus Connect partner college offer soft skills program to their students?**

Yes. Each Campus Connect partner college can offer soft skills program in there college either by their own trained faculty or through Infosys identified alliance partners.

**3 Is the soft skills program fee affordable?**

Yes. Infosys has negotiated special rates with the alliance partner to make it attractive and affordable to students.

**4 How long will be the soft skills training program?**

Soft skills program duration would vary from 10 to 12 months depending on college schedule. It can begin in the 2nd year.

**5 What is the recommended semester for rolling out this soft skills program?**

Recommended semester for rolling out this program will be between 3rd to 5th semester.

**6 Is this training available for non-Campus Connect students?**

Yes. Non-Campus Connect student from any engineering stream can attend this program.

**7 Is the training conducted at Infosys facility?**

No. The soft skills program for students will be conducted in the respective colleges. The Soft Skills Workshop for the faculty of the colleges is typically conducted at Infosys.

**8 Will the students receive a certificate for attending the program?**

Yes. Students will receive participation certificate from there respective colleges.

**9 Where should any suggestions/ feedback be sent about the program?**


Your feedback and suggestions could be emailed to Infosys SPOC.

## Terms and Conditions

1. The courseware is the property of Infosys and can be offered only under Campus Connect Program
2. Colleges are not authorized to run this program themselves, currently. Working with Infosys Alliance partner is mandatory.
3. Infosys Alliance partner will not customize this program for specific college requirements
4. The program will be offered only in India
5. Medium of interaction is English

## Program Contacts

| Infosys Development Center | Infosys Point of Contact      | Email ID                       |
|----------------------------|-------------------------------|--------------------------------|
| Bangalore                  | Anoop Singh                   | Anoop_Singh@infosys.com        |
| Bhubaneswar                | Nirmalya Chaudhuri            | Nirmalya_Chaudhuri@infosys.com |
|                            | Bhupesh Deka                  | Bhupesh_Deka@infosys.com       |
| Chandigarh                 | Anuradha Verma                | Anuradha_Thakur@infosys.com    |
|                            | Chetna Sood                   | Chetna_Sood@infosys.com        |
| Chennai                    | Dharaneeswari Vinnamur        | Dharaneeswari_V@infosys.com    |
| Hyderabad                  | Sudheer Reddy K.              | SudheerReddy_K@infosys.com     |
|                            | Srinagesh Chatarajupalli      | Srinagesh_C@infosys.com        |
| Mangalore                  | Rithesh Kumble                | Rithesh_Kumble@infosys.com     |
| Mysore                     | Shekhar H M P                 | Shekhar_HMP@infosys.com        |
| Pune                       | Soudamini Patil               | Soudamini_Patil@infosys.com    |
|                            | Sarfaraz Abdul Aziz Jaitapkar | Sarfaraz_Jaitapkar@infosys.com |
| Trivandrum                 | Hari S.                       | Hari_S@infosys.com             |

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