

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI

COURSE PLAN (November 2024 – April 2025)

Department : **Business Administration**
Name of the Faculty : **Ms. Yamini M**
Course Title : **Workforce Behaviour**
Course Code : **23BA/MC/WB44**
Shift : **II**

COURSE OUTCOMES (COs)

COs	Description	CL
CO1	Recall the core workforce behavior concepts and approaches	K1
CO2	Explain how organizational culture influences employee behavior and performance	K2
CO3	Apply motivational theories and behavioral concepts to enhance employee engagement and productivity in organizations	K3
CO4	Breakdown complex organizational behavior issues into smaller parts and analyze how they relate to each other	K4
CO5	Assess the impact of individual and group behavior on organizational effectiveness	K5

Week	Unit No.	Content	Cognitive Level	Teaching Hours	COs	Teaching Learning Methodology	Assessment Methods
Nov 18 – 25, 2024 (Day Order 1-6)	1	Introduction 1.1 Nature, Importance and Scope of Behaviour of Work Force in an Organization	K1-K4	3	1-4	Lecture Method using PowerPoint Presentation	Recap the concept
		1.2 Basic Concepts, Approaches and Contributing Disciplines of Organizational Behaviour	K1-K5	2	1-5		
Nov 26- Dec 3, 2024 (Day Order 1 to 6)	1	(Contd)... 1.2 Basic Concepts, Approaches and Contributing Disciplines of Organizational Behaviour	K1-K4	2	1-4	Lecture Method using PowerPoint Presentation and discussion	Class Discussion
		1.3 New Challenges in Managing Work Force	K2-K5	3	2-5		
Dec 4-11, 2024 (Day Order 1 to 6)	2	Individual Behaviour 2.1 Individual Behaviour – Factors Influence to Individual Behaviour	K1-K5	4	1-5	Lecture Method using PowerPoint Presentation and discussion	Component 1 - Model Making on various Workforce Behavior concepts and
			K1-K5	1	1-5		

		2.2 Personality – Definition, Personality Traits					scenario – 09.12.2024 - 20 Marks.
Dec 12-19, 2024 (Day Order 1 to 6)	2	(Contd)... 2.2 Personality – Definition, Personality Traits 2.3 Perception – Meaning and Definition, Perceptual Process	K1-K5 K1-K5	2 3	1-5 1-5	Lecture Method using PowerPoint Presentation and discussion	Home Assignment
Dec 20, 2024 (Day Order 1)	2	(Contd)... 2.3 Perception – Meaning and Definition, Perceptual Process 2.4 Attitudes – Nature of Attitudes, Formation of Attitudes, Sources of Attitude	K1-K5 K1-K5	1 1	1-5 1-5	Lecture Method using PowerPoint Presentation and discussion	Class Quiz
Jan 3 – 7, 2025 (Day Order 3 to 6)	2	(Contd)... 2.4 Attitudes – Nature of Attitudes, Formation of Attitudes, Sources of Attitude	K1-K5	3	1-5	Lecture Method using PowerPoint Presentation and discussion	Recall the concept
Jan 8 – 17, 2024 (Day Order 1 to 6)	3	Stress and Conflict Management 3.1 Stress- Nature of Stress, Causes and Consequences of Stress,	K1-K5	5	1-5	Lecture Method using PowerPoint Presentation and case study discussion	Component 2 Role Play – Simulate any workplace scenarios -

		Managing Stress in Workplace					08.01.2025 - 20 Marks
Jan 18 - 23, 2025	C.A. Test - I						
Jan 24 -31, 2025 (Day Order 1 to 6)	3	(Contd)... 3.1 Stress- Nature of Stress, Causes and Consequences of Stress, Managing Stress in Workplace	K1-K5	1	1-5	Lecture Method using PowerPoint Presentation and case study discussion	Home Assignment
		3.2 Conflict in Organizations – Nature of Conflict, Functional and Dysfunctional Conflict and Strategies for Resolving Conflict	K1-K5	4	1-5		
Feb 3-8, 2025 (Day Order 1 to 6)	3	(Contd)... 3.2 Conflict in Organizations – Nature of Conflict, Functional and Dysfunctional Conflict and Strategies for Resolving Conflict	K1-K5	2	1-5	Lecture Method using PowerPoint Presentation and case study discussion	Component 3 - Case study solving from Unit 3 on 03.02.2025 - 10 Marks
	4	Organisational Structure and Culture 4.1 Organization Structure – Meaning, Features of Good Organisational Structure,	K1-K5	4	1-5		

		Importance and Types of Organisational Structure					
Feb 10– 18, 2025 (Day Order 1 to 4)	4	(Contd)... 4.1 Organization Structure – Meaning, Features of Good Organisational Structure, Importance and Types of Organisational Structure 4.2 Organisational Culture- Meaning and Definition, Changing Organisational Culture	K1-K5 K1-K5	3 1	1-5 1-5	Lecture Method using PowerPoint Presentation and discussion	Class discussion
Feb 19- 26, 2025 (Day Order 1-6)	4	(Contd)... 4.2 Organisational Culture- Meaning and Definition, Changing Organisational Culture	K1-K5	5	1-5	Lecture Method using PowerPoint Presentation	Recall the concept
Feb 27- Mar 6, 2025 (Day Order 1 to 6)	5	Group Dynamics and Motivation and its theories 5.1 Nature of Groups – Types of Groups – Group Development - Usefulness of Groups in Organisations – Pitfalls of Groups – Determinants of Group Behaviour – Group Decision making	K1-K5	5	1-5	Lecture Method using PowerPoint Presentation and discussion	Group building activity. Eg. Happiness Exercise

<p>Mar 7 – 11, 2025 (Day Order 1 to 3)</p>	<p>5</p>	<p>(Contd)... 5.1 Nature of Groups – Types of Groups – Group Development - Usefulness of Groups in Organisations – Pitfalls of Groups – Determinants of Group Behaviour – Group Decision making 5.2 Motivation – Nature, Importance and Challenges, Motivational Theories - Maslow, Herzberg, David McClelland, and McGregor’s Theory X and Theory Y</p>	<p>K1-K5 K1-K5</p>	<p>2 1</p>	<p>1-5 1-5</p>	<p>Lecture Method using PowerPoint Presentation and discussion</p>	<p>Group building activity</p>
<p>Mar 12 –17, 2025</p>	<p>C.A. Test - II</p>						
<p>Mar 18 – 20, 2025 (Day 4 to 6)</p>	<p>5</p>	<p>(Contd)... 5.2 Motivation – Nature, Importance and Challenges, Motivational Theories - Maslow, Herzberg, David McClelland, and McGregor’s Theory X and Theory Y</p>	<p>K1-K5</p>	<p>2</p>	<p>1-5</p>	<p>Lecture Method using PowerPoint Presentation and discussion</p>	<p>Class Discussion</p>

<p>Mar 21 - 28, 2025 (Day Order 1 to 6)</p>	<p>5</p>	<p>(Contd)... 5.2 Motivation – Nature, Importance and Challenges, Motivational Theories - Maslow, Herzberg, David McClelland, and McGregor’s Theory X and Theory Y</p>	<p>K1-K5</p>	<p>5</p>	<p>1-5</p>	<p>Lecture Method using PowerPoint Presentation and discussion</p>	<p>Class Discussion</p>
<p>Mar 29- April 2, 2025 (Day Order 1 to 3)</p>	<p>REVISION</p>						

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI

COURSE PLAN (November 2024 – April 2025)

Department : **Business Administration**
Name/s of the Faculty : **Dr. Renuka Devi. S.V**
Course Title : **Introduction to Financial Management**
Course Code : **23BA/MC/IF44**
Shift : **II**

COURSE OUTCOMES (COs)

COs	Description	CL
CO1	Recall the key concepts, principles and objectives of financial management and its role in successful business	K1
CO2	Understand the importance of investment, financing and dividend decisions	K2
CO3	Identify the basic tools and techniques of financial management for decision making	K3
CO4	Examine the knowledge and skills necessary to navigate complex financial scenario to support the success of the organization	K4
CO5	Evaluate the most profitable projects among the numerous investment proposals	K5

Week	Unit No.	Content	Cognitive Level	Teaching Hours	COs	Teaching Learning Methodology	Assessment Methods
Nov 18 – 25, 2024 (Day Order 1-6)	1	Nature of Financial Management 1.1 Modern Approach to Financial Management 1.1.1 Investment Decision 1.1.2 Finance Decision 1.1.3 Dividend Decision 1.2 Objectives of the firm 1.2.1 Profit Maximization 1.2.2 Wealth Maximization	K1 – K2	5	1 - 2	Lecture	Class Discussion
Nov 26- Dec 3, 2024 (Day Order 1 to 6)	1	1.3 Significance of financial management 1.4 Meaning and significance of Time Value of Money in Financial Decision 1.4.1 Computation of Time Value of Money 1.4.2 Compounding Techniques 1.4.3 Present Value Techniques	K1 – K5	5	1 – 5	Lecture & Problem Solving Ex: 1,3,4,6,8,10,12,13,16 Ex: 19,22,24,27,28,30,32	Recap and Quiz
Dec 4-11, 2024 (Day Order 1 to 6)	2	Measurement of Cost of Capital	K1 – K5	5	1 – 5	Lecture– & Problem Solving	Recap and Short Problem Test

		2.1 Meaning and Significance 2.2 Cost of Debt and Preference - Redeemable and Irredeemable				Ex:1,3,5,7,9,13,15,17,19,20,22,24,26,28,30	
Dec 12-19, 2024 (Day Order 1 to 6)	2	2.3 Cost of Equity and Retained Earnings 2.4 Computation of Overall Cost of Capital - Book Value and Market Value	K1 – K5	5	1 – 5	Lecture & Problem Solving Ex:32,34,36,38,41,47,49,52,59,61,64,66,68	Open Book Test
Dec 20, 2024 (Day Order 1)	2	Contd., 2.4 Computation of Overall Cost of Capital - Book Value and Market Value	K1 – K5	1	1 – 5	Lecture & Problem Solving Ex:70,71,75,77	Home Assignment
Jan 3 – 7, 2025 (Day Order 3 to 6)	3	Contd., 2.4 Computation of Overall Cost of Capital - Book Value and Market Value Capital Structure 3.1 Meaning, Significance and Determinants of Capital Structure	K1 – K5	4	1 – 5	Lecture	Short Problem Test
Jan 8 – 17, 2024 (Day Order 1 to 6)	3	3.2 Theories of Capital Structure – Net Income Approach, Net Operating Income Approach,	K1 – K5	5	1 - 5	Problem Solving Ex: 1,2,3,4,5	Component 1 - MCQ and Puzzle Test - Unit 1,

		Traditional Approach, Modigliani & Miller Approach (Theory) 3.3 Leverage – Operating, Financial and Combined Leverage					2 & 3 – 13.01.2025 – 25 Marks
Jan 18 - 23, 2025	C.A. Test - I						
Jan 24 -31, 2025 (Day Order 1 to 6)	3	Contd., 3.3 Leverage – Operating, Financial and Combined Leverage	K1 – K5	5	1 -5	Problem Solving Ex: 6,7,8,9,10,11,12	Home Assignment
Feb 3-8, 2025 (Day Order 1 to 6)	4	Capital Budgeting 4.1 Nature of Capital Budgeting 4.2 Evaluating Techniques - Pay Back Period, Average Rate of Return	K1 – K5	5	1 -5	Problem Solving Ex:1,2,4,6,9,12,13, 14,15,16, 17, 18,19	Case Study Analysis and Short Problem Test
Feb 10– 18, 2025 (Day Order 1 to 4)	4	Contd., 4.2 Evaluating Techniques - Net Present Value,	K1 – K5	4	1 - 5	Problem Solving Ex: 20,23,24	Component 2- Case Study Analysis And A Report on Analysis of Time Value of Money for the various deposit scheme offered by Banks -

							10.02.2025 - 25 Marks
Feb 19- 26, 2025 (Day Order 1-6)	4	Contd., 4.2 Evaluating Techniques –Internal Rate of Return	K1 – K5	5	1 - 5	Problem Solving Ex:26,28,29,32,34	Home Assignment
Feb 27- Mar 6, 2025 (Day Order 1 to 6)	4 & 5	Contd., 4.2 Evaluating Techniques - Profitability Index Working Capital Management 5.1 Need for Working Capital Management 5.2 Determinants of Working Capital Management	K1 – K5	5	1 - 5	Problem Solving Ex:36,37,39	Recap and home assignment
Mar 7 – 11, 2025 (Day Order 1 to 3)	5	Contd., 5.2 Determinants of Working Capital Management	K1 – K5	3	1 - 5	Problem Solving Ex:1,3,5,7,8,11	Short test and home assignment
Mar 12 –17, 2025	C.A. Test - II						
Mar 18 – 20, 2025 (Day 4 to 6)	5	5.3 Computation of Working Capital Requirements	K1 – K5	3	1 - 5	Problem Solving Ex: All Illustrations 13,15,19	Class Discussion and Home assignment
Mar 21 - 28, 2025 (Day Order 1 to 6)	5	Contd.,	K1 – K5	5	1 - 5	Problem Solving Ex:;20,24	Discussion

		5.3 Computation of Working Capital Requirements					
Mar 29- April 2, 2025 (Day Order 1 to 3)	REVISION						

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STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI

COURSE PLAN (November 2024 – April 2025)

Department : **Business Administration**
Name/s of the Faculty : **Ms. Arthy Infanta A, Dr. S Deepa**
Course Title : **Service Marketing**
Course Code : **23BA/MC/SM44**
Shift : **II**

COURSE OUTCOMES (COs)

COs	Description	CL
CO1	Define key terms used in service marketing	K1
CO2	Explain the elements of marketing mix in service marketing	K2
CO3	Relate the unique marketing strategies in service marketing	K3
CO4	Analyze the impact of service quality and customer engagement in real situation	K4
CO5	Evaluate the strategies of marketing mix with specific service industries	K5

Week	Unit No.	Content	Cognitive Level	Teaching Hours	COs	Teaching Learning Methodology	Assessment Methods
Nov 18 – 25, 2024 (Day Order 1-6)	1	Introduction to Service Marketing 1.1 Introduction - Growth of the service	K1	2	1	Lecture Method Using PowerPoint Presentation	Quiz and Class Discussion

		sector - The Concept of Service 1.2 Characteristics of Service: Intangibility, Inseparability, Inconsistency, Inventory	K1-K2	3	1-2		
Nov 26- Dec 3, 2024 (Day Order 1 to 6)	1	1.3 Classification of Service: Consumer vs Industrial	K1-K3	2	1-3	Lecture Method Using PowerPoint Presentation	Creation of Service Blueprint
		1.4 Designing of the Service, Blueprinting, Using Technology, Developing Human Resources, Building Service Aspirations	K1-K5	3	1-5	Guest Lecture	
Dec 4-11, 2024 (Day Order 1 to 6)	2	Marketing Mix in Service Marketing 2.1 Product Decision	K1-K3	2	1-5	Lecture Method Using PowerPoint Presentation Guest lecture	Objective Test
Dec 12-19, 2024 (Day Order 1 to 6)	2	2.2 Service Pricing- Strategies and Tactics,	K1-K3	4	1-3	Lecture Method Using PowerPoint Presentation	Objective Test
		2.3 Promotion of Service	K1-K3	4	1-3		
		2.4 Placing of Distribution Methods for Services	K1-K3	2	1-3		
		2.5 Additional Dimension in	K1-K3	2	1-3		

		Services Marketing – People, Physical Evidence and Process					
Dec 20, 2024 (Day Order 1)	2	(Contd.)2.5 Additional Dimension in Services Marketing – People, Physical Evidence and Process	K1-K3	1	1-3	Lecture Method Using PowerPoint Presentation	Ideas Discussion
Jan 3 – 7, 2025 (Day Order 3 to 6)	3	Effective Management of Service Marketing 3.1 Marketing Demand and Supply through Capacity Planning and Segmentation	K1-K4	6	1-4	Lecture Method Using PowerPoint Presentation	Component 1 - Preparation of Service Blue Print (Individual) – 25 Marks - 06.01.2025
Jan 8 – 17, 2024 (Day Order 1 to 6)	3	3.2 Internal Marketing of Services 3.3 External versus Internal Orientation of Service Strategy	K1-K4 K1-K5	4 5	1-4 1-5	Lecture Method Using PowerPoint Presentation	Recall the Concept
Jan 18 - 23, 2025	C.A. Test - I						
Jan 24 -31, 2025 (Day Order 1 to 6)	4	Service Quality and Customer Satisfaction 4.1 Monitoring and Measuring Customer Satisfaction	K1-K4	4	1-4	Lecture Method Using PowerPoint Presentation	Component 2 - Group project on various Service Marketing

							topics – 25 Marks – from 29.01.2025
Feb 3-8, 2025 (Day Order 1 to 6)	4	4.2 Concepts and Importance of Quality in Services	K1-K4	5	1-4	Lecture Method Using PowerPoint Presentation	Group discussion
Feb 10– 18, 2025 (Day Order 1 to 4)	4	4.3 Service Quality Models: Parusram – Zethamal Biter Gaps Model, SERVQUAL, SERVPERF Gronos Model	K1-K5	6	1-5	Lecture Method Using PowerPoint Presentation	Quizzes and puzzles
Feb 19- 26, 2025 (Day Order 1-6)	5	Characteristics and Cases in Service Marketing to Specific Industries 5.1 Financial Services – Insurance and Banking	K1-K5	2	1-5	Lecture Method Using PowerPoint Presentation	Case Study Discussion with real service business
Feb 27- Mar 6, 2025 (Day Order 1 to 6)	5	5.2 Health Service – Hospitals 5.3 Hospitality Services - travel, hotels and tourism	K1-K5 K1-K5	2 2	1-5 1-5	Lecture Method Using PowerPoint Presentation Guest Lecture	Case Study, Class Discussion
Mar 7 – 11, 2025 (Day Order 1 to 3)	5	5.4 Professional Service - Public Utility Services 5.5 Educational Services – Government and Private Institutions	K1-K5 K1-K5	2 2	1-5 1-5	Lecture Method Using PowerPoint Presentation	Case Study, Class Discussion

Mar 12 –17, 2025	C.A. Test - II						
Mar 18 – 20, 2025 (Day 4 to 6)	5	5.4 Professional Service - Public Utility Services	K1-K5	1	1-5	Lecture Method Using PowerPoint Presentation Case study Analysis	Group Discussion
Mar 21 - 28, 2025 (Day Order 1 to 6)	5	5.5 Educational Services – Government and Private Institutions	K1-K5	1	1-5	Lecture Method Using PowerPoint Presentation	Case Study Discussion
Mar 29- April 2, 2025 (Day Order 1 to 3)	REVISION						

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI

COURSE PLAN (November 2024 – April 2025)

Department : Business Administration
Name of the Faculty : Dr. Deepa. S
Course Title : Research Methodology
Course Code : 23BA/MC/RM43
Shift : II

COURSE OUTCOMES (COs)

COs	Description	CL
CO1	Define basic concepts and terms used in Research Methodology	K1
CO2	Understand the principles, process and techniques in Research	K2
CO3	Solve research problems and give suitable recommendation	K3
CO4	Examine the ability to choose appropriate methods to research objectives	K4
CO5	Assess skills in qualitative and quantitative data analysis and presentation	K5

Week	Unit No.	Content	Cognitive Level	Teaching Hours	COs	Teaching Learning Methodology	Assessment Methods
Nov 18 – 25, 2024 (Day Order 1-6)	1	Introduction 1.1 Research–Meaning– Definition–	K1– K2	2	1-2	Lecture Method using PowerPoint Presentation	Recall the portion

		Characteristics – Objectives – Types 1.2 Research Methodology-Meaning-Definition-Importance – Structure	K1– K2	2	1-2		
Nov 26- Dec 3, 2024 (Day Order 1 to 6)	1	1.3 Ethics in research - Scope of Research in Business and Commerce-Ethical principles in Research	K1– K2	3	1-2	Lecture Method using PowerPoint Presentation	Debate
		1.4 Types of Research Methods-Research Process- Research Problem – Identification of Research Problem	K1– K5	3	1-5		
Dec 4-11, 2024 (Day Order 1 to 6)	2	2.1 Literature Review 2.1.1 Meaning- Objectives – Purpose	K1– K2	1	1-2	Lecture Method using PowerPoint Presentation	Component 1 - Quiz Unit 1 and Unit 2 on 10.12.2024 - 15 Marks
		2.1.2 Different Types of Literature Review- Process of Literature Review	K1– K5	2	1-5		
Dec 12-19, 2024 (Day Order 1 to 6)	2	2.1.3 Identification of Research Gap	K1– K5	1	1-5	Lecture Method using PowerPoint Presentation	Component 2 - Individual Class presentation on the
		2.1.4 Formulation of Hypothesis	K1– K5	1	1-5		

							Research Ethics in the Age of Big Data from 13.12.2025 - 15 Marks
Dec 20, 2024 (Day Order 1)	2	2.2 Research Design 2.2.1 Meaning– Characteristics – Importance 2.2.2 Classification of Research Design – Descriptive, Experimental and Exploratory	KI–K2 K1– K5	1 2	1-2 1-5	Lecture Method using PowerPoint Presentation	Group discussion
Jan 3 – 7, 2025 (Day Order 3 to 6)	2 3	2.2.3 Types of Variables–Dependent, Independent, Discrete and Continuous 3.1 Sources of Data 3.1.1 Primary Data– Observation, Interview, Questionnaire, Schedule, Case Study	K1– K5 KI–K5	2 3	1-5 1-5	Lecture Method using PowerPoint Presentation	Quiz and Puzzle
Jan 8 – 17, 2024 (Day Order 1 to 6)	3	3.1.2 Secondary Data– Sources, Collection,	K1– K5	2	1-5	Lecture Method using PowerPoint Presentation	Debate

		Organisation and Evaluation 3.2.1 Meaning, Importance of Sample Size	K1– K2	2	1-2		
Jan 18 - 23, 2025	C.A. Test - I						
Jan 24 -31, 2025 (Day Order 1 to 6)	3	3.2 Sampling 3.2.2 Techniques - Probability and Non-Probability Sampling	K1– K2	3	1-2	Lecture Method using PowerPoint Presentation	Group Discussion
Feb 3-8, 2025 (Day Order 1 to 6)	3	3.2.3 Sampling and non-sampling errors- Meaning and Types	K1– K4	2	1-4	Lecture Method using PowerPoint Presentation	Case study discussion
Feb 10– 18, 2025 (Day Order 1 to 4)	4	4.1 Meaning, Importance, Factors Influencing Data Analysis	K1– K2	3	1-2	Lecture Method using PowerPoint Presentation	Component 3 - Paper and present it in class as a group from any management topics – 13.02.2025 - 20 Marks

Feb 19- 26, 2025 (Day Order 1-6)	4	4.2 Methods of Data Processing – Editing, Coding, Classification, Tabulation, Pictorial and Graphical Representation	K1– K5	4	1-5	Lecture Method using PowerPoint Presentation	Role play
Feb 27- Mar 6, 2025 (Day Order 1 to 6)	4	4.3 Interpretation of the Outputs	K1– K5	3	1-5	Lecture Method using PowerPoint Presentation	Debate
Mar 7 – 11, 2025 (Day Order 1 to 3)	5	Report Writing 5.1 Research Reports– Meaning, Importance, Content	K1– K2	3	1-2	Lecture Method using PowerPoint Presentation	class Interaction
Mar 12 –17, 2025	C.A. Test - II						
Mar 18 – 20, 2025 (Day 4 to 6)	5	5.2 Layout of the Research Report	K1– K5	4	1-5	Lecture Method	Quiz
Mar 21 - 28, 2025 (Day Order 1 to 6)	5	5.3 Types of Report Writing	K1– K3	3	1-3	Lecture Method	Group Discussion
Mar 29- April 2, 2025 (Day Order 1 to 3)	REVISION						

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI

COURSE PLAN (November 2024 – April 2025)

Department : Business Administration
Name/s of the Faculty : Ms. Arthy Infanta A
Course Title : Quantitative Techniques for Managers
Course Code : 23BA/AC/QT45
Shift : II

COURSE OUTCOMES (COs)

COs	Description	CL
CO1	Describe the concepts of operations research and its significance in business	K1
CO2	Explain the practical applications of operations research	K2
CO3	Relate the operations research techniques of testing optimal solutions	K3
CO4	Analyze on the various operational research techniques in decision making	K4
CO5	Evaluate appropriate quantitative techniques for execution of projects	K5

Week	Unit No.	Content	Cognitive Level	Teaching Hours	COs	Teaching Learning Methodology	Assessment Methods
Nov 18 – 25, 2024 (Day Order 1-6)	1	Introduction 1.1 Introduction to Operations Research	K1-K2	3	1- 2	Lecture method with Problem Solving	Quiz

		<ul style="list-style-type: none"> – Definition – Nature – Scope – Significance 1.2 Linear programming problem – Mathematical formulation of linear programming problem	K1-K5	6	1-5		
Nov 26- Dec 3, 2024 (Day Order 1 to 6)	1	1.3 Linear programming problem by graphical method - Simplex method – Simple problems	K1-K5	6	1-5	Lecture method with Problem Solving	Recall of the steps
Dec 4-11, 2024 (Day Order 1 to 6)	2	Transportation Problem 2.1 Transportation problems – Formulation and Balance check of a Transportation Problem 2.2 Attaining initial basic feasible solution using North /West Corner Rule, Least Cost Method and Vogel’s Approximation Method	K1-K5 K1-K5	5 5	1-5 1-5	Lecture method with Problem Solving	Recall of the steps
Dec 12-19, 2024 (Day Order 1 to 6)	2	2.3 Feasible Optimal solution – Modi Method - Simple balanced problems and Unbalanced problems on	K1-K5	5	1-5	Lecture method with Problem Solving	Recall of the steps and Q&A

		the above method without degeneracy					
Dec 20, 2024 (Day Order 1)	3	Assignment Problem and Sequencing 3.1 Assignment Problem: Hungarian Method, Special cases: Multiple Solutions, Maximization case, Unbalanced case	K1-K5	1	1-5	Lecture method with Problem Solving	Recall of the steps
Jan 3 – 7, 2025 (Day Order 3 to 6)	3	(Contd.)3.1 Assignment Problem: Hungarian Method, Special cases: Multiple Solutions, Maximization case, Unbalanced case 3.2 Sequencing problem – Johnson’s rule for n jobs – 2 machines, n job 3 machines problems	K1-K5 K1-K5	6 2	1-5	Lecture method with Problem Solving	Recall of the steps
Jan 8 – 17, 2024 (Day Order 1 to 6)	3	(Contd.) 3.2 Sequencing problem – Johnson’s rule for n jobs – 2 machines, n job 3 machines problems	K1-K5	3	1-5	Lecture method with Problem Solving	Recall of Concepts
Jan 18 - 23, 2025	C.A. Test - I						
Jan 24 -31, 2025 (Day Order 1 to 6)	4	Game theory 4.1 Game theory – concept of pure and	K1-K5	3	1-5	Lecture method with Problem Solving	Component 1 - Assignment on the Transportatio

		mixed strategies – value of games					n problem-Unit 2 – 27.01.2025 - 25 Marks
Feb 3-8, 2025 (Day Order 1 to 6)	4	4.2 Solving 2 person zero sum games with saddle point	K1-K5	3	1-5	Lecture method with Problem Solving	Recall of the steps
Feb 10– 18, 2025 (Day Order 1 to 4)	4	4.3 Solving 2X2 games without saddle point - dominance principle	K1-K5	5	1-5	Lecture method with Problem Solving	Recall of the steps
Feb 19- 26, 2025 (Day Order 1-6)	5	Network Analysis 5.1 Meaning, Objectives and Applications 5.2 Network analysis: Concepts of CPM & PERT	K1-K2	3 3	1-5	Lecture method with Problem Solving	Objective Test
Feb 27- Mar 6, 2025 (Day Order 1 to 6)	5	5.3 CPM – Network Diagram and Calculation of Floats	K1-K5	4	1-5	Lecture method with Problem Solving	Recall of the steps & Class Discussion
Mar 7 – 11, 2025 (Day Order 1 to 3)	5	5.4 PERT - Calculation of Expected Duration and Variance	K1-K5	1	1-5	Lecture method with Problem Solving	Component 2 - Objective Test 11.03.2024 - 25 Marks
Mar 12 –17, 2025	C.A. Test - II						

Mar 18 – 20, 2025 (Day 4 to 6)	5	(Contd.)5.3 CPM – Network Diagram and Calculation of Floats	K1-K5	1	1-5	Lecture method with Problem Solving	Class Discussion
Mar 21 - 28, 2025 (Day Order 1 to 6)	5	(Contd.)5.3 CPM – Network Diagram and Calculation of Floats	K1-K5	1	1-5	Lecture method with Problem Solving	Class Discussion
Mar 29- April 2, 2025 (Day Order 1 to 3)	REVISION						

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI

COURSE PLAN (November 2024 – April 2025)

Department : Business Administration
Name of the Faculty : Ms. Pushpalatha R
Course Title : Emotional Intelligence and Managerial Counseling
Course Code : 23BA/ME/EI45
Shift : II

COURSE OUTCOMES (COs)

COs	Description	CL
CO1	Describe the fundamental concepts of emotions and managerial counseling	K1
CO2	Explain the significance of emotional intelligence and managerial counseling	K2
CO3	Apply the models and techniques of EI in daily life	K3
CO4	Analyze the process of EI in personal life and workplace	K4
CO5	Evaluate appropriate methods in handling conflict situations	K5

Week	Unit No.	Content	Cognitive Level	Teaching Hours	COs	Teaching Learning Methodology	Assessment Methods
Nov 18 – 25, 2024 (Day Order 1-6)	1	Introduction 1.1 Concept of Emotions – Historical Roots of	K1-K2	5	1-2	Lecture and Presentation	Reflection Questioning

		Multiple Intelligences - EI, EQ, IQ					
Nov 26- Dec 3, 2024 (Day Order 1 to 6)	1	1.2 Nature and significance of Emotional Intelligence 1.3 Goleman's Domains of emotional intelligence: self-awareness, self-management, social awareness, and relationship management	K1-K2 K1-K4	3 2	1-2 1-4	Lecture and Presentation EQ Questionnaire	Quiz using Quizzes
Dec 4-11, 2024 (Day Order 1 to 6)	1	(Contd) 1.3 Goleman's Domains of emotional intelligence: self-awareness, self-management, social awareness, and relationship management	K1-K4	2	1-4	Lecture and Presentation	Case study
	2	Building blocks of Emotional Intelligence 2.1 Models of emotional intelligence: Ability, Trait and Mixed	K1-K4	3	1-4		Written reflection using Padlet
Dec 12-19, 2024 (Day Order 1 to 6)	2	(Contd) 2.1 Models of emotional intelligence: Ability, Trait and Mixed	K1-K4	3	1-4	Lecture and Group Discussion	One sentence summary

		2.2 Personal Competence (Self Awareness, Self Management & Motivation)	K1-K4	3	1-4		Brain storming
Dec 20, 2024 (Day Order 1)	2	2.3 Social Competence (Empathy & Social Skills - Understanding Empathy - Importance of Empathy - Application of Self-Efficacy of EI	K1-K4	1	1-4	Lecture and Presentation	Think, Pair and Share
Jan 3 – 7, 2025 (Day Order 3 to 6)	2	(Contd) 2.3 Social Competence (Empathy & Social Skills - Understanding Empathy - Importance of Empathy - Application of Self-Efficacy of EI	K1-K4	4	1-4	Lecture and Case analysis	Case study
Jan 8 – 17, 2024 (Day Order 1 to 6)	3	(Contd) 2.3 Social Competence (Empathy & Social Skills - Understanding Empathy - Importance of Empathy - Application of Self-Efficacy of EI Impact of Fundamental Elements of Emotional Intelligence 3.1 Seven Elements defined in Behavioral terms – Self Awareness -	K1-K4 K1-K4	1 4	1-4 1-4	Lecture and Presentation	Quiz using Quizzes One minute paper

		Emotional Resilience – Motivation – Interpersonal Sensitivity - Influence - Intuitiveness - Conscientiousness					
Jan 18 - 23, 2025	C.A. Test - I						
Jan 24 -31, 2025 (Day Order 1 to 6)	3	(Contd) 3.1 Seven Elements defined in Behavioral terms – Self Awareness - Emotional Resilience – Motivation – Interpersonal Sensitivity - Influence - Intuitiveness - Conscientiousness 3.2 Application of Impact of Emotional Intelligence in our daily life	K1-K4 K1-K4	1 4	1-4 1-4	Lecture and Presentation	Component 1 - Individual Presentations on 'Emotional Intelligence and Business' – 24.01.25 onwards – 20 marks KWL

Feb 3-8, 2025 (Day Order 1 to 6)	3	3.3 Emotional Intelligence at Workplace - Leadership	K1-K4	4	1-4	Lecture, Quiz and Presentation	Case study
	4	Introduction to Managerial Counselling 4.1 Concepts of Counselling - Self-Development of Managers as Counsellors	K1-K2	1	1-2		Individual Presentation
Feb 10– 18, 2025 (Day Order 1 to 4)	4	4.1 Concepts of Counselling - Self-Development of Managers as Counsellors	K1-K2	3	1-2	Lecture and Discussion	Case study
		4.2 Assertiveness and Interpersonal Skills for Counselors, Counselling Relationship	K1-K3	1	1-3		Individual Presentation
Feb 19- 26, 2025 (Day Order 1-6)	4	(Contd) 4.2 Assertiveness and Interpersonal Skills for Counselors, Counselling Relationship	K1-K3	4	1-3	Lecture and Presentation	Reciprocal Questioning, Individual Presentation
		4.3 Essentials of Skills, Nonverbal Clues	K1-K3	1			Brain storming

Feb 27- Mar 6, 2025 (Day Order 1 to 6)	4 5	(Contd) 4.3 Essentials of Skills, Nonverbal Clues Development of Counseling 5.1 Counselling Process - Counselling Interventions in Organizations, Empathy, Listening and Responding, Effective Feedback	K1-K3 K1-K5	3 2	1-2 1-5	Lecture and Presentation	Component 2 - EQ Expo – 27.02.25 - 20 marks
Mar 7 – 11, 2025 (Day Order 1 to 3)	5	5.1 Counselling Process - Counselling Interventions in Organizations, Empathy, Listening and Responding, Effective Feedback 5.2 Performance Counselling – Features – Process of Performance counselling	K1-K5 K1-K5	2 1	1-5 1-5	Lecture and Presentation	Component 3 - Case studies – 07.03.25 – 10 marks One minute paper
Mar 12 –17, 2025	C.A. Test - II						
Mar 18 – 20, 2025 (Day 4 to 6)	5	5.2 Performance Counselling – Features – Process of Performance counselling	K1-K5	2	1-5	Lecture and Presentation	Group Discussion

<p>Mar 21 - 28, 2025 (Day Order 1 to 6)</p>	<p>5</p>	<p>(Contd) 5.2 Performance Counselling – Features – Process of Performance counselling</p> <p>5.3 Counselling in Interpersonal Conflicts, Midlife Blues, Problem Situations, Integration, and Action Plan</p>	<p>K1-K5</p> <p>K1-K5</p>	<p>1</p> <p>4</p>	<p>1-5</p> <p>1-5</p>	<p>Lecture and Discussion</p>	<p>Questioning</p> <p>Group Discussion</p>
<p>Mar 29- April 2, 2025 (Day Order 1 to 3)</p>	<p>REVISION</p>						

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