Overview

The Campus Connect Program aims at evolving a model through which Infosys and engineering institutions can partner for competitiveness to 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 nationwide 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 have four dimensions: Technical skills, Process skills, Domain skills, and Professional or behavioral skills.

**Crucial to an employee's ability to work**

The skills that are essential for entry level employees include:
- Skills involved in using English effectively at workplace covering reading, writing, speaking, vocabulary and grammar;
- Communication skills;
- Personal management with assertiveness and initiative;
- Interpersonal skills;
- Adaptability to cross cultural environment through creative thinking and problem solving;
- The ability to work in teams and knowledge of the industry.

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 STAR 2.1, Soft Skills Faculty Enablement Program and Deep Dive FEP.**

### At a Glance

1. **Courseware with Industry aligned focus areas namely:**
   - Business English
   - Communication and Team Work

2. **SS Workshop**
   - A three day, full time residential program at Infosys Campus or a host college
   - Targeted typically at behavioral skills faculty
   - SS Program Announcement Version 4.1 - April, 2012
   - Soft skills or behavioral skills are those that are "smarter."

A survey of employers has revealed that some of **For Evaluation Only.**

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Soft Skills - Program Overview

Rationale for Program
5. Enrich the knowledge of the faculty with role play, case study, scenarios and experiences to enhance courseware delivery effectiveness through FEP and Deep Dive FEP.
6. Familiarize partnering college faculty with the best-in-class facilitation and assessment methods to enhance the student learning effectiveness.
7. Share our IP and thus develop a large pool of faculty across the nation to deliver the Soft Skills course in the same style and depth as Infosys.
8. Familiarize partnering college faculty to evolve well defined Soft Skills program rollout plan.

1. Highlight students the importance of behavioral skills in their career.
2. Share with the students the best-in-class methods of learning to achieve holistic accelerated career opportunities.
3. Offer a platform for students for knowledge sharing with the industry and help them get industry ready.
4. Share our learning resources in three core areas of STAR.

Key take-aways are:
ii. Overviews of Infosys, Education & Research unit of Infosys, Campus Connect and STAR.
iii. Professional facilitation experience where participating faculty can practice facilitation in addition to content walkthrough.
iv. Overview of deployment process of STAR including the assessment process and development assignment exposure.
v. Exposure to new technology platforms for program roll-out assistance.

3. Deep dive SS workshops are being conducted by the Infosys team in addition to the workshop - a brief:
ii. DD Workshop covers only one focus area in depth
i. All the aspects of FEP are covered with only one major variance i.e., content.
iii. Facilitation and content walkthrough restricted to a single focus area only.

4. Access to a compendium of learning and teaching resources developed by Infosys faculty over a diverse range of topics. Content can be made available in the form of softcopy, workbooks and portal content among others.
5. Effective assessment methodologies helping the students to evaluate their skills before and after the interventions.
6. Access to a rich bank of Developmental assignments.
7. Structured program management to program rollout with supporting processes and robust documentation in the form of program announcements, deployment guides, etc.
8. Technology based mechanisms for leveraging continuous support and outreach from Infosys to dedicated task force from colleges for effective rollout of the program for students.

Planned interventions like road shows, webinars, seminars, etc. to interact with various stakeholders in the college namely management, faculty and students.

Participants will receive a copy of the Facilitator Training Manual.
The syllabus of Campus Connect STAR Program or STAR 2.1 enables the student to be better equipped to face the uncertainties in the environment around him. STAR 2.1 has been created along with the lines of the STAR program that is running during the Education & Research (E&R) training for new recruits at Infosys, Mysore. Here is an overview of objectives for each of the topics.

- Understand and handle emotions of self and others.
- Understand the necessity and importance of working together as a team.
- Learn how to go about being a good team player and form an effective team.
- Have put their team building skills to test in the various activities to understand where they stand and improve themselves with each succeeding activity.
- Understand the skills tested and participate effectively in Group Discussions.
- Appreciate the nuances of the Group Decision making process.
- Learn the basics of how to make an effective presentation and have numerous practice presentations in small groups and larger audiences.
- Attend any type of interview with confidence borne out of knowledge gained and practice.

1. Business English
   - Practice all aspects of Language skills required for global professional. Gain insight into the basic dimensions of English.
   - Practice language skills to eliminate errors in pronunciation and sentence construction.
   - Gain a functional understanding of basic English.

2. Communication and Team Work
   - Understand and enhance interpersonal communication.
   - Introduce role of body language in communication.
   - How should we listen to people - Importance of active listening.

3. Know Your Industry
   - Understand what constitutes proper grooming and etiquette in a professional environment.
   - Understand what constitutes a given professional setting.
   - Introduce role of body language in communication.

4. Business Communication
   - Understand and enhance interpersonal relationships.
   - Introduce the fundamentals of communication vocabulary.

5. Intrapersonal and Interpersonal Skills
   - Understand the importance of various skills involved in developing enriching interpersonal relationships.
   - Be more aware of his/her own self – confidence, values.

6. Campus To Company
   - Understand what constitutes proper grooming and etiquette in a professional environment.
   - Learn practical tips to handle him/her in a given professional setting.
   - Have practiced the skills necessary to demonstrate a comfort level in executing the same.

The SS FEP and DD FEP are designed to bring together experienced faculty members from partner colleges and the Infosys team for knowledge transfer interaction sessions revolving around STAR 2.1.
Process Overview

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

**Planning phase**
- Identification of participating colleges,
- Event communication,
- Nomination of faculty members by participating college,
- Facilities booking including classrooms/equipment/accommodation for guests & Infoscion associated with the event,
- Ordering of giveaways.

**Post-Event Reporting phase**
- Focuses on analysis of feedback,
- Management reporting,
- Communication to college management.

**Pre-Requisites**
1. Colleges need to be Campus Connect partner college.
2. College Single Point of Contact (SPoC) needs to communicate the names and contacts of college faculty members who will participate in this workshop.
3. Preferably faculty from humanities background should participate in SS related activities.
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.

The workshops are conceived to be highly interactive, discussion oriented learning sessions. Multimedia tools like videos and other digital platforms may also used to drive home critical points. Individuals learn from team activities in addition to receiving personalized briefing.

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

**Event Execution phase**
- Program kick-off,
- Hourly execution and tracking of agenda activities.
- Socializing, case studies, campus tour, meeting with Infoscion and networking are a part of the workshop.
- Preparation of Soft Skills rollout plan for the specific college by the respective college faculty members.
- All participating faculty members will receive a certificate at the closure of the program.

**Program Governance**
- **College SPOC**
- One of the core team members of the respective colleges.
- **Infosys SPOC**
- An Infoscion who interfaces and manages the relationship with the partner college.

**Reference Information**
- Soft Skills Deployment Guide
- Faculty Training Manual
- Participant Manual

**Program Benefits**
1. Professional Skills Development (a vertical under Education and Research unit at Infosys) has prepared and reviewed the courseware providing direct alignment with IT industry needs.
Interactive, experiential learning methods providing real-life examples/situations.

Program Deliverables

1. Roll-out of SS batches for students in the college
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

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 classroom suitable for group exercises & lectures
4. Equipments:
   a. Table and chair for 60 students (Cluster)
   b. Whiteboard & 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
   g. Computer lab with at least 50 systems for student identification tags
5. Senior member for program kick-off / close
6. Any giveaways to the faculty

Assessment of students and development assignments

3. Assessment of students and development assignments

2. On-Campus offering saving travel, living and other expenses

3. Infosys certified Alliance Partner help can be taken for course delivery, contact sessions and assessments based on mutually agreed commercial terms 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 in case, the college decides to go ahead
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

For Rollout, Suggested Activities for College SPOC

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

Measuring Improvement

The program also provides an instrument for evaluation of improvements in soft skills before and after the training. Please refer to Soft skills Deployment Guide for details.
1. Terms and Conditions

1. The courseware is the property of Infosys and can be offered only under Campus Connect Program.
2. Infosys Alliance partner will not customize this program for specific college requirements.
3. The program will be offered only in India.
4. Medium of interaction is English.

2. Frequently Asked Questions

1. What are Soft Skills?
   “Soft skills” or behavioral 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 are essential for employees. The skills most frequently mentioned for fresh entrant engineers are English communication, knowing how to learn; competence in reading, writing, effective listening and oral communication skills; grammar and vocabulary; and initiative; interpersonal skills; the ability to work in teams, Knowledge of industry.

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 their college either by their own trained faculty or through Infosys identified alliance partners or a mix of both. If it is neither of these modes, college can go ahead in its own way and Infosys will not be involved in anyway.

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 the soft skills training program be?
   Soft skills program duration would vary from 3 - 4 months depending on college schedule. It can begin in the 1st or 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 and 7th semesters.

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 certificates from their respective colleges subject to meeting the course completion criteria.

9. Where should any suggestions/feedback about the program be sent?
   Your feedback and suggestions could be emailed to the Infosys SPOC.