Diploma in Management Information Systems

Inter-personal Communication Skills:

Introduction to Communication: Purpose. Process and Importance of Communication; Verbal/oral versus Written Communication, General versus Technical communication, barriers to Communication; Measures to Overcome the Barriers to Communication, Listening: importance, Barriers to the Listening Process; Measures to Improve Listening; Communication Competence; Intercultural Communication, Communication and the Self; Interpersonal Perception, Significance of Non-verbal Communication; Gender and ethnic sensitivity; Social Relationships; Emotions, Conflict; Argumentative and Aggressive Communication; Communicating with Confidence and Assertiveness; Targeting Your Message; Being Approachable; Conduct in office meetings, group discussions, Understanding customer query and respond, clear and non-confrontational communication, helping attitude, able to deal with boring/ repetitive queries, dealing with aggressive customers etc.

Written communication: Writing letters, Personal versus Business Letters; Structure and Format of Business Letters; Types of Business Letters.

Formal office communication: Memos, Circulars and Notices, Format of a memo, circular and notice , Guidelines for writing memos, circular and notices; Writing E-mail: Principles of E-mail; E-mail Etiquette; email attachments, Spams, identifying untrusted emails, precautions in opening emails

Oral Communication Skills: Presentations; Steps in Making an effective Presentation and delivering it; Intercultural Communication, Communication and the Self

Resumes, job interview, significance of body language, Manners and etiquettes to be maintained during an interview, e-mail etiquettes

Office Tools:

Working with MS office/Open office software – word processor, spreadsheets, presentations. Create/open new/open existing/open recent/save/save as/format/print document.

Formatting document: Formatting Characters, Choosing Fonts, Enhancing Text Appearance, Inserting Special Characters, Changing Character Spacing, Formatting Paragraphs, Aligning Paragraphs, Indenting Paragraph, Setting Tabs, Changing Line Spacing, Adding Borders and Shading, Creating a Bulleted List, Creating a Numbered List, Selecting Styles, Selecting Text, Deleting Text, Moving Text, Using Menu Commands to Move Text, Using Drag-and-Drop Editing, Copying text, Creating Sections, Inserting a Section break, Formatting a Section, Viewing Sections, Find and replace text, Correcting Mistakes, Auto spellcheck, Using Undo, Using Rado, Using Auto Correct, Using Columns, Numbering Pages, Creating Headers and Footers: Adding Footnotes and Endnotes Inserting a Picture from the Clip Art Gallery, Inserting a Picture, Adding a Border, Working with Tables and Graphics: creating and formatting a table, Entering Text, Inserting and Selecting Columns and Rows, Deleting Columns and Rows, Changing Cell Height, Adding Borders and Shading, Applying Shading, Converting Text into a Table

Printing documents: Choosing page Size and Orientation, Changing page Size, Changing Orientation, Setting Margins, Centering Page, Controlling Page Breaks, Viewing the Document before Printing, Viewing the Document before Printing, Changing to Print Preview, Using Print Preview, Printing Your Document, Saving to other format especially PDF

Mail Merge: Setting up the mail merge, Creating a main document, Building the data source, Using Templates, Protecting document with passwords

EXCEL/ Spreadsheets: Introduction to spreadsheets, Introduction to excel, File management in excel, Create a new workbook,   Entering data, adding a new worksheet, move/copy/rename/delete a worksheet, Selecting cells, Auto fill feature of excel, Auto sum facility of excel, Check spelling or automatically correct spelling errors, Format cells in excel – alignment/formatting data/changing height and width,

FORMATTING: Changing column width, Modifying row height, Changing font, size and style, Changing alignment of text, Wrapping of text, Vertical alignment of cells, Special formatting, Conditional formatting, inserting/deleting a row or column, deleting a cell (shift left, shift up options), hide/unhide a row/column

ADDING FORMULATE AND FUNCTIONS: About formulae, Adding a formula in cell, Copying of formula, About functions, Adding a function, Copying of functions, Discussion of some useful functions, Grouping and outline, Sorting, Filtering of data, Adding subtotals; defining a name and using in a formula, working with multiple worksheets, reference to a cell from different worksheet in a formula

CHARTS AND MAPS: Chart types supported in Excel, Creating a chart from worksheet data, Move, resize and delete the chart, Change the chart type, Add new data to a chart, Labels, legends in chart, Updating chart items, Formatting patterns, texture and colors of bars, Creating a picture graph

Printing worksheets: Selecting print range, setting up page, Choosing page Size and Orientation, Changing page Size, Changing Orientation, Setting Margins, Centering Page, saving to other format especially PDF, Protecting document with passwords, Equation editor, Using emails

Basic Computer Skills:

Basic Computer Organization: Components – CPU, Primary (Random Access Memory, Read Only Memory) and secondary storage unit (Hard disk), Input and Output devices, Removable storage media

Introduction to OS and its functions, Windows operating system – booting, logging in/out of windows, restart/shut down a system, taskbar, desktop, folders – creating a new folder, moving around folder, renaming a folder, creating a new file, deleting/renaming a file, moving/copying a file to another folder, shortcuts, display properties, zip/unzip a file/folder, control panel and using it, searching for an app/file/settings in a computer system, administrative tasks – adding a new user/deleting an old user, change password, system settings, installing and removing software, anti-virus and its installation; File management

through Windows Explorer; maximizing/minimizing/closing a window and moving around windows, command shell/prompt in windows

Basics of networking: Internet, IP addresses, networking cables and devices, world wide web, domain name server, what is proxy, what is firewall, browser and its functions, chrome browser and its setting, URL, using browser to open a webpage; working with email

DBMS:

Introduction to DBMS, ER diagrams, relationships, UML diagrams

Relational database, tables – rows and columns, concept of primary key, foreign key, records, data redundancy, data consistency, data validation

Database design: Normalization in designing databases, transactions, commit operations, rollback

SQL: CREATE DATABASE, CREATE/ ALTER/ DROP TABLE, INSERT/ DELETE/ UPDATE commands, SELECT, WHERE, GROUP, HAVING, Introduction to JOIN; Generating reports

ERP, data backups, database synchronization, Cloud storage

Training/Internship/Seminar/Mini-Project

The candidate is required to work in an academic Institution/ Industry/ Organization on a project that is related to data entry related operations. Should work on a project that involves data entry for different domains especially ones that make use of office suite (word processing, spreadsheets and presentations) as well as Database management.