



**Odisha State Open University, Sambalpur, Odisha**

**(Established by an Act of Government of Odisha)**

**Module on Communicative English**

## **Introduction**

In 21<sup>st</sup> century we are in a highly competitive world and are required to handle more tasks, meet more deadlines, shoulder more responsibilities and adapt to more changes. To be successful in such a world we require effective communication skills. It is our ability to communicate that determines what we are, what we can do and what others can expect from us. Be it the society around us or the work places where we desire to land in future, a sound knowledge of the skills required for effective communication in English is an imperative. With good communication skills we are able to connect to people, inspire and influence them, instill our values in them, charge them with positive energy and make the world around us a better place to live in. Good communicators are able to bring out the best in people, persuade others, build trusting relationships, and motivate productive teamwork and lead the world. They prove to the world that it is always possible to see silver linings in dark clouds.

This short module on Communicative English has been designed to give the learners both the tools and techniques they require to improve their communication skills in English, meet the challenges in the diverse communicative contexts in personal and professional life, brighten their career prospects and enhance their employability. The self-instructional contents, weekly quizzes, engaging videos from real life, online virtual classes and sharing of experiences with other learners are sure to arrest the attention of the learners and make their learning enjoyable.

## **Objectives/Learning Outcomes**

At the end of the course learners will be able to:

- communicate clearly and effectively in English by being able to send and receive messages, understand and interpret them
- identify barriers or roadblocks to communication and learn the strategies to handle them
- use language for social, expressive and descriptive functions in varied communicative contexts

- design and make effective presentations in formal and semi-formal situations
- speak in public meetings and respond to the needs of the audience
- develop critical communication skills to connect positively with people in different walks of life

**Course Type:** Skill based, add-on and non-credit course

**Duration:** Three weeks

**Fees:** Rs 500/

### **Pedagogy**

The course will be available Online through a Moodle based, LMS driven, Smart eLearning platform. Learners can access the contents of the subsequent weeks only after successful completion of the contents and activities of one week. Limited live virtual or online classes and local counselling sessions will also be held. Digital certificates will be provided to the learners who successfully complete all the requirements of the course. No marksheet or grade sheets are to be provided.

### **Evaluation**

Weekly online quiz test – Successful completion of one week's quiz will unlock the course content for the next week.

- Term End Evaluation – Will be conducted at in the 12<sup>th</sup> week which might include components like online written test and presentations(online synchronous/offline asynchronous). Successful completion of both the above will lead to certification.

### **Academic Support**

Soft copies of the Self Learning Materials, case studies and audio / video lectures with transcripts, synchronous online classes

### **Eligibility Criteria**

+2 pass (in any discipline)

## Course Content

The course is divided into five blocks and each block has two units. The details are furnished below.

<b>Block-1</b>	<b>Aspects of Communication</b>	
	<b>Unit-01</b>	<b>Introduction to Communication, Verbal and Non-Verbal Communication</b> (Definition of communication, elements of communication, process of communication, basic principles of communication, definition of verbal and non-verbal communication, role and functions of language, types of verbal and non-verbal communication, strategies to improve non-verbal communication, barriers to communication, tips to improve non-verbal communication)
	<b>Unit-02</b>	<b>Professional/Business Communication</b> (Main forms of professional communication, general communication vs professional communication, various patterns of communication in an organization in 21 <sup>st</sup> century)
<b>Block-2</b>	<b>Aural-Oral Communication Skills</b>	
	<b>Unit-03</b>	<b>Listen and Respond</b> (Listening and hearing, Active Listening, Listening for Comprehension and Exact Information)
	<b>Unit-04</b>	<b>Sounds of English</b> (Vowels, consonants, stress and intonation, problem sounds, )
<b>Block-3</b>	<b>Communication in Context-1</b>	
	<b>Unit-05</b>	<b>Social Functions /Communication-1</b> Introducing oneself and introducing people to others, thanking someone and responding to thanks, apologizing and forgiving/responding to an apology, seeking and giving permission, congratulating and responding to congratulations, paying complements, showing appreciation and responding to them, asking questions and giving polite responses, giving and refusing an invitation, expressing agreement or disagreement
	<b>Unit-06</b>	<b>Social Functions /Communication-2</b> Asking for and giving directions, Making requests and answering requests, asking for and giving an opinion on something/someone, expressing likes and dislikes, seeking and giving advice, seeking and offering suggestions, offering help and responding to offers, stating preferences, making and answering telephone calls

<b>Block-4</b>	<b>Communication in Context-2</b>	
	<b>Unit-07</b>	<b>Expressive Functions</b> Persuading and dissuading people, making a compliant and responding to a complaint, expressing hopes, wishes, regrets and concerns, expressing sympathy/condolences and responding to them, expressing annoyance and disappointment, expressing delight, sadness and surprise
	<b>Unit-08</b>	<b>Descriptive Functions</b> Describing people and places, describing processes, describing or talking about past experiences, describing/talking about future plans, describing the manner and frequency of actions
<b>Block-5</b>	<b>Presentation Skills</b>	
	<b>Unit-09</b>	<b>Designing and Making a presentation</b> (Designing a presentation: content, structure, font style and size, typography, colour and background, graphics, illustrations, spelling and grammar, overall visual appeal, tools to create simple and beautiful slides) (Making a presentation: Preparation-dealing with fear and anxiety, connecting with the audience, focusing on the needs of the audience, focus on the core message, making an eye contact with the audience, effective use of voice, pace and gesture, making the presentation interesting with story telling, using appropriate body language, relaxing and enjoying while presenting, Giving live feedback: interacting with the audience from time to time)
	<b>Unit-10</b>	<b>Public Speaking</b> (Basic elements of public speaking, planning and preparing a speech, having adequate knowledge of the subject matter, knowledge of the environment, rehearsing before the mirror before speaking, being confident, finding a suitable style, checking the equipment, knowing and engaging with the audience, maintaining eye contact, paying attention to body language, using humour and personal anecdotes, changing tone and pitch as per the audience, sticking to the time given, thinking positively, taking feedback from time to time, watching the recordings of speeches)