

SYLLABUS

CERTIFICATE IN COMMUNICATION SKILLS

CCS-1: ASPECTS OF COMMUNICATION

Unit-1: Communication: An Introduction

- Definition, Nature and Scope of Communication
- Importance and Purpose of Communication
- Process of Communication
- Types of Communication

Unit-2: Non-Verbal Communication

- Personal Appearance
- Gestures
- Postures
- Facial Expression
- Eye Contacts
- Body Language(Kinesics)
- Time language
- Silence
- Tips for Improving Non-Verbal Communication

Unit-3: Effective Communication

- Essentials of Effective Communication
- Communication Techniques
- Barriers to Communication

Unit-4: Communication Network in an Organization-I

- Personal Communication
- Internal Operational Communication
- External Operational Communication

Unit-4: Communication Network in an Organization-II

- Horizontal(Lateral) Communication
- Vertical(Downward) Communication
- Vertical(Upward) Communication

Unit-6: Communication in English

- Age of Globalization and the Need for Communicating in English
- English as the First or Second language
- Uses of English in academic and non-academic situations in India

CCS-2: VERBAL COMMUNICATION (ORAL-AURAL)

Unit-7: Listening Skills-I

- Purpose of Listening
- Listening to Conversation (Formal and Informal)
- Active Listening- an Effective Listening Skill
- Benefits of Effective Listening
- Barriers to Listening
- Listening to Announcements- (railway/ bus stations/ airport /sports announcement/ commentaries etc.)

Unit-8: Listening Skills-II

- Academic Listening (Listening to Lectures)
- Listening to Talks and Presentations
- Note Taking Tips

Unit-9: Oral Communication Skills (Speaking Skills)-I

- Importance of Spoken English
- Status of Spoken English in India
- International Phonetic Alphabet(IPA) Symbols
- Spelling and Pronunciation

Unit-10: Oral Communication Skills-II(Communication in Context-I)

- Asking for and giving information
- Offering and responding to offers
- Requesting and responding to requests
- Congratulating people on their success
- Expressing condolences
- Asking questions and responding politely
- Apologizing and forgiving

Unit-11: Oral Communication Skills-III (Communication in Context-II)

- Giving instructions
- Seeking and giving permission
- Expressing opinions(likes and dislikes)
- Agreeing and disagreeing
- Demanding explanations
- Asking for and giving advice and suggestions
- Expressing sympathy

Unit-12: Reading Skills

- Purpose, Process, Methodologies
- Skimming and Scanning
- Levels of Reading
- Reading Comprehension
- Academic Reading Tips

CCS-3: VERBAL COMMUNICATION (WRITTEN)

Unit-13: Effective Writing Skills-I

- Elements of Effective Writing (What is Writing?)
- The Sentence, Phrases and Clauses
- Types of Sentences

Unit-14: Effective Writing Skills-II

- Main Forms of Written Communication
- Paragraph Writing (Linkage and Cohesion)
- Letter Writing(formal and informal)
- Essay writing
- Notices

Unit-15: Effective Writing Skills-III

- Summarising
- Précis Writing
- Note-making

Unit-16: Understanding and Applying Vocabulary

- Words Often Confused-Pairs of words
- One Word Substitutes
- Synonyms and Antonyms
- Word Formation: Prefixes, Bases and Suffixes (Derivational & Inflectional).

Unit-17: Remedial English Grammar and Usage-I

- Articles
- Parts of Speech
- Tenses
- Modals

Unit-18: Remedial English Grammar and Usage-II

- Prepositions and words followed by prepositions
- Concord (Agreement of the Verb with the Subject)
- Error Analysis(Correction of Errors in a given sentence - errors in the use of words - errors of indianisms - use of slang - errors in punctuation)

CCS-4: COMMUNICATION AS A SKILL FOR CAREER BUILDING

Unit-19: Preparing for a Career

- Identifying job openings
- Applying for a job
- Preparing Cover letters
- Preparing a CV/Resume and Effective Profiling

Unit-20: Presentation Skills

- Preparing a PowerPoint Presentation
- Greeting and introducing
- Presenting a Paper
- Group Discussions
- Preparing for and Facing a Job Interview

Unit-21: Business Communication

- Preparing Agenda and Minutes for Meetings
- Writing Notices and Memos
- Drafting an E-mail, Press Release
- Correspondence with Govt./Authorities, Office Orders, Enquiries and Replies)

Unit-22: Telephone Skills

- Basics of Telephone communication
- How to handle calls- telephone manners
- Leaving a message
- Greeting and Leave Taking over phone(etiquette)

Unit-23: Time & Stress Management

- Identifying Time Wasters
- Time Management Tips
- Identifying Factors Responsible for Stress
- Stress Management Tips
- Test Preparation Tips

Unit-24: Soft Skills for Leadership and Team Management

- Qualities of a Good Leader
- Leadership Styles
- Decision Making
- Intrapersonal skills
- Interpersonal skills
- Problem solving
- Critical thinking
- Negotiation skills