

VOCATIONAL COURSE

**COMMUNICATION SKILLS, PERSONALITY DEVELOPMENT
AND ETIQUETTES**

Unit-1: Communication: An Introduction

Lectures: 2

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
Time language
Silence
Tips for Improving Non-Verbal Communication

Unit-3: Effective Communication

Lectures: 2

Essentials of Effective Communication
Communication Techniques
Barriers to Communication

Unit-4: Communication in English

Lectures: 3

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

Unit-5: Listening Skills-I

Lectures: 4

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-6: Listening Skills-II

Lectures: 3

Academic Listening (Listening to Lectures)

Listening to Talks and Presentations

Note Taking Tips

Unit-7: Oral Communication Skills (Speaking Skills)

Lectures: 2

Importance of Spoken English

Status of Spoken English in India

International Phonetic Alphabet (IPA) Symbols

Spelling and Pronunciation

Unit-8: Oral Communication Skills-II (Communication in Context-I, II)

Lectures: 5

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

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-9: Preparing for a Career

Lecture: 6

- Identifying job openings
- Applying for a job
- Preparing Cover letters
- Preparing a CV/Resume and Effective Profiling
- Dress Code
- Mock-Interview
- How to be Successful in an Interview

Unit-10: Presentation Skills

Lecture: 3

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

Unit-11: Business Communication

Lecture: 4

- 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-11: Time & Stress Management

Lecture: 2

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