

**CERTIFICATE COURSE**  
**DEPARTMENT OF ENGLISH**  
**SYLLABUS: COMMUNICATION SKILLS/SPOKEN ENGLISH**

**Unit-1: 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-2: 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-3: 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 – 4 Telephone Skills**

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

**Unit- 5 Presentation Skills**

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