

## Skill Enhancement Course – Communication Skills [Semester III]

### Context and Justification :

Communication plays an important role in shaping an individual's life, personal as well as professional. Also it is the backbone of any organisation/institution. Success in life to a considerable extent depends on effective communication skills. In today's world of computers and digital media, a strong communication skill base is essential for learners and for smooth functioning of an organisation.

### Objectives :

This course has been developed with the following objectives:

1. Identify common communication problems that may be holding learners back
2. Identify what their non-verbal messages are communicating to others
3. Understand role of communication In teaching-learning process
4. Learning to communicate through the digital media
5. Understand the importance of empathetic listening
6. Explore communication beyond language. Expected Outcome :

By the end of this program participants should have a clear understanding of what good communication skills are and what they can do to improve their abilities.

Credit: 02

Duration: 30 Hours

Number & Titles of Modules:

Total of 7 Modules

Module 1	Listening	4 Hours
Module 2	Speaking	6 Hours
Module 3	Reading	3 Hours
Module 4	Writing and different modes of writing	4 Hours
Module 5	Digital Literacy	4 Hours
Module 6	Effective use of Social Media	4 Hours
Module 7	Non-verbal communication	5 Hours

### Module Outline :

Module 1: Listening 4 Hours

- Techniques of effective listening
- Listening and comprehension
- Probing questions
- Barriers to listening

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Module 2: Speaking	6 Hours
<ul style="list-style-type: none"><li>● Pronunciation</li><li>● Enunciation</li><li>● Vocabulary</li><li>● Fluency</li><li>● Common Errors</li></ul>	
Module 3: Reading	3 Hours
<ul style="list-style-type: none"><li>● Techniques of effective reading</li><li>● Gathering ideas and information from a given text<ul style="list-style-type: none"><li>I. Identify the main claim of the text</li><li>ii. Identify the purpose of the text</li><li>iii. Identify the context of the text</li><li>iv. Identify the concepts mentioned</li></ul></li><li>● Evaluating these ideas and information<ul style="list-style-type: none"><li>1. Identify the arguments employed in the text</li><li>ii. Identify the theories employed or assumed in the text</li></ul></li><li>● Interpret the text<ul style="list-style-type: none"><li>I. To understand what a text says</li><li>ii. To understand what a text does</li><li>iii. To understand what a text means</li></ul></li></ul>	
Module 4: Writing and different modes of writing	4 Hours
<ul style="list-style-type: none"><li>● Clearly state the claims</li><li>● Avoid ambiguity, vagueness, unwanted generalisations and oversimplification of Issues</li><li>● Provide background information</li><li>● Effectively argue the claim</li><li>● Provide evidence for the claims</li><li>● Use examples to explain concepts</li><li>● Follow convention</li><li>● Be properly sequenced</li><li>● Use proper signposting techniques</li><li>● Be well structured<ul style="list-style-type: none"><li>Well-knit logical sequence</li><li>Narrative sequence</li><li>Category groupings</li></ul></li></ul>	

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### Different modes of Writing

E-mails

Proposal writing for Higher Studies

. Recording the proceedings of meetings

Any other mode of writing relevant for learners.

### Module 5: Digital Literacy 4 Hours

- Role of Digital literacy in professional life
- Trends and opportunities in using digital technology In workplace ●Internet Basics
- Introduction to MS Office Tools
  - i. Paint
  - ii. Office
  - iii. Excel
  - iv. PPT

### Module 6: Effective use of Social Media 4 Hours

- Introduction to social media websites
- Advantages of social media
- Ethics and etiquettes of social media ●How to use Google search better
- Effective ways of using Social Media
- Introduction to Digital Marketing.

### Module 7: Non-verbal communication 5 Hours

- Meaning of non-verbal communication
- Introduction to modes of non-verbal communication
- Breaking the misbeliefs
- Open and Closed Body language
- Eye Contact and Facial Expression
- Hand Gestures
- Do's and Don'ts
- Learning from experts
- Activities-Based Learning

Pedagogy : Instructor-Led Training, Supplemented by Online Platform (SWAYAM)

Assessment : Paper-Based or Online Assessment

**Offered to all students in Semester III of the UG Program**