

Effective Communication Skills

Detailed syllabus		
Unit	Contents of the syllabus	No. of Lecture/ Hours
1.	<p style="text-align: center;"><u>Introduction and Icebreaking Session</u></p> <p>1.1 What are Effective Communication Skills?</p> <p>1.2 Importance of Speaking, Listening, Reading and Writing skills for effective communications.</p> <p>1.3 Common barriers in effective communications - incorrect sentences, vocabulary or phrases, inappropriate use of language, non-standard accents, lack of fluency, listening skills and comprehension skills</p> <p>1.4 Ways to eliminate the barriers for effective communication</p> <p>1.5 How to do effective communication in business environment</p> <p>1.6 Importance of formal language, tone, style, body language and facial expressions in effective business communications</p>	2
2	<p style="text-align: center;"><u>Grammar and Vocabulary</u></p> <p>2.1 Common errors in usage (practice through worksheets)</p> <p>2.2 Correct use of Verbs, Personal Pronouns, Passive Voice in formal communications (practice through worksheets)</p> <p>2.3. Importance of Appropriate vocabulary for different formal situations in business environment (practice through worksheets)</p>	2 2 2

3	<p><u>Effective Verbal Communications</u></p> <p>3.1 Common forms of Verbal Communication in Business environment, Effective ways of opening and rounding off formal discussions in official meets, Effective Questioning skills to maximize output in verbal communication 2</p> <p>3.2 Persuasion Skills (session conducted through Role-plays) 2</p> <p>3.3 Interview Skills (session conducted through Role plays/mock interviews) 4</p> <p>3.4 Group Discussion Skills (session conducted through Role-plays) 4</p> <p>3.5 Presentation Skills (session conducted through students' demo presentations) 4</p>	
4	<p><u>Effective Written Communications</u></p> <p>4.1 Basic knowledge of formal language and formal vocabulary, Correct usage of Punctuation marks and Articles (session conducted through sample models) 2</p> <p>4.2 Keys to descriptive writing, reflective writing, persuasive writing and argumentative writing (practice through worksheets) 2</p> <p>4.3 Drafting of Business Letters and Emails (practice through worksheets) 2</p> <p>4.4 Writing Business Proposals and Official Reports (practice through worksheets) 2</p> <p>4.5 Writing Agenda of Meeting and Minutes of Meeting (practice through worksheets) 2</p>	

5	<p><u>Reading Skills</u></p> <p>5.1 Skimming and Scanning paragraphs (practice through worksheets) 1</p> <p>5.2 Decoding and Comprehension exercises (practice through worksheets) 2</p> <p>5.3 Using context clues in case of unknown words (practice through worksheets) 1</p> <p>5.4 Creating and Maintaining word-banks (practice through worksheets) 1</p>	
6	<p><u>Listening Skills</u></p> <p>6.1 Active Listening and Effective Questioning (through audio lessons) 2</p> <p>6.2 Active Listening and Notes taking (through audio lessons) 2</p> <p>6.3 Audio exercises for Listening and Speaking (for practice of correct accent, intonation, pronunciation) 2</p>	
Total number of hours		45

Learning Outcomes

Skill-based training of language and knowledge of functional English are essential prerequisites for successful and effective communications. This course in ‘Effective Communication Skills’ aims at

1. Developing all four functional language skills – speaking, listening, reading and writing skills.
2. Training and equipping students with relevant knowledge of language to conduct effective communications at their future work-places.
3. Boosting confidence in writing and speaking correctly and effectively.
4. Giving students opportunities to practice through practical worksheets, oral exercises, situational role-plays and audio lessons.

Evaluation

Debates
Group Discussion
Written Tests
Mock Interviews
Role Plays