Objectives of the course

- To sensitize students to their communicative behavior
- To enable them to reflect and improve on their communicative behavior/performance
- To build capacities for self criticism and facilitate growth
- To lead students to effective performances in communication

Introduction to the course (warm up activities)

Unit 1 Listening Skills

- Types of Listening (theory/definition)
- Tips for Effective Listening
- Academic Listening-(lecturing)
- Listening to Talks and Presentations
- Listening to Announcements-(railway/bus stations/airport/stadium announcements etc.)
- Listening to Radio and Television

Unit 2 Telephone Skills

- Basics of Telephone communication
- How to handle calls-telephone manners
- Leaving a message
- Making requests
- Greeting and Leave Taking over phone(etiquette)
- Asking for and giving information
- Giving Instructions
- Listening for Tone/Mood and Attitude at the other end
  Handling the situations especially trouble shooting
  Teleconference handling
  Handling Tele interviews for Call Centres
**Unit 3 Writing Skills**

- Standard Business letter
- Report writing
- Email drafting and Etiquettes
- Preparing Agenda and writing minutes for meetings
- Making notes on Business conversations
- Effective use of SMS
- Case writing and Documentation

**Unit 4 Career Skills**

- Applying for job
- Cover letters
- Resume and Effective Profiling
- Interviews
- Group discussions

**Unit 5 Soft Skills**

- Empathy (Understanding of someone else's point of view)
- Intrapersonal skills
- Interpersonal skills
- Problem solving
- Reflective thinking
- Critical thinking
- Negotiation skills

Section A
Objective type questions. Students will pick out the correct answer from the four options given. (10x2=20 marks)

Section B
Short notes in 50 words
Students will answer 10 questions out of fifteen. (open choice) (10x5=50 marks)

Section C
Answer in 75 words
Students will answer five questions (Either or Choice) (5x6=30 marks)