



VALUE ADDED COURSE ON COMMUNICATION & SOFT SKILLS

2019-20



Course Co ordinator
Prof. Amar Gupta

Chinchwad, Pune-411033

Learning Module Contents:

Sr. No.	Particulars	Topics Covered	Total Hours
1	Sub Module-1: Communication: An Introduction	<ul style="list-style-type: none"> • Definition, Nature and Scope of Communication • Importance and Purpose of Communication • Process of Communication • Types of Communication 	4
2	Sub Module-2: Non-Verbal Communication	<ul style="list-style-type: none"> • Personal Appearance • Gestures • Postures • Facial Expression • Eye Contacts • Body Language(Kinesics) • Silence • Tips for Improving Non-Verbal Communication 	7
3	Sub Module-3: Effective Communication Skills	<ul style="list-style-type: none"> • Essentials of Effective Communication • Communication Techniques • Barriers to Communication 	4
4	Sub Module-4: Verbal Communication- Listening Skills	<ul style="list-style-type: none"> • 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.) • Academic Listening (Listening to Lectures) • Listening to Talks and Presentations • Note Taking Tips 	6
5	Sub Module-5: Verbal Communication- Oral Communication Skills (Speaking Skills)	<ul style="list-style-type: none"> • Importance of Spoken English • Spelling and Pronunciation • 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 	6

Chinchwad, Pune-411033

		<ul style="list-style-type: none"> • Expressing opinions(likes and dislikes) • Agreeing and disagreeing • Demanding explanations • Asking for and giving advice and suggestions • Expressing sympathy 	
6	Sub Module-6: Verbal Communication- Effective Writing Skills	<ul style="list-style-type: none"> • Elements of Effective Writing (What is writing?) • The Sentence, Phrases and Clauses • Types of Sentences • Main Forms of Written Communication • Paragraph Writing (Linkage and Cohesion) • Letter Writing(formal and informal) • Essay writing • Notices • Summarising • Précis Writing • Note-making 	5
7	Sub Module-7: Remedial English Grammar and Usage-	<ul style="list-style-type: none"> • Articles • Parts of Speech • Tenses 	2
8	Sub Module-8: Soft Skills- Introduction	<ul style="list-style-type: none"> • Developing Positive Thinking and Attitude • Interpersonal Communication • Public Speaking • Group Discussion • Teamwork and Leadership Skills 	4
9	Sub Module-9: Various Types of Soft-Skills	<ul style="list-style-type: none"> • Interview Skills • Presentation Skills • Time Management • Personality Development • Decision-Making and Problem-Solving Skills • Conflict Management • Stress Management • Emotional Intelligence 	7