

Communication & Soft Skills Development in English (CSSE)

Course Objectives:

- To introduce communication and soft skills for self-branding and self-expression to the students.
- To introduce role and functions of communication in science, technology and research.
- To familiarize students with preparing various applications, letters and biodata/resume/CV.
- Develop communication skills and presentation skills in new arrived students in department.
- Encourage students to listen, to speak, to read and to write (LSRW) very effectively.

Unit -1: Concept of communication, Communication process, Different types of communication: Intrapersonal communication, Interpersonal communication, Group communication, Written communication, Verbal communication, Non-verbal communication, Mobile communication, dialogue and making effective communication.

Unit-II: Communication and Behaviour, Body language, Gestures and Postures, competencies of expression, language mastery, language of communication to evoke action, communication to involve and inspire, message designing and interview skills.

Unit-III Art of listening, Listening for understanding, Bridging barriers of perception and prejudgement, Creating involvement to enhance understanding, effective feedback, listening to angry people, developing goodwill and relationship, importance of resourcefulness.

Unit-IV: Personality and personality development, Id, Ego and Superego, emotional intelligence, knowing self, self-management, ability to introspect, strengthen qualities and overcoming weaknesses, self-branding, goal setting, basic qualities of competent and influential person.

Unit-V: Writing skills: How to write an application, letter and notice. How to prepare a good biodata/ CV and Resume.

Students Learning Outcomes:

Students will be able to:

- Learn how to communicate in class, seminars, workshops and participate in it.
- He/She can express his/her opinions, thoughts, feelings and emotions very effectively.
- Do a stage presentation skill with the help of a projector and notes and without.
- Do a mock verbal, non-verbal, intra-personal, interpersonal, group and mass communication, using/applying all acquired skills.
- Write an application, letter, notice, biodata/CV/resume.

Reference Books:

1. The Age of Soft Skills, Gopalswami, Pearson Education India.
2. Written Communication & Verbal, Jeff Butterfield, S. Cengage
3. Communication Skill & Soft Skills, Kumar E Surch, Pearson Education Education 2010
4. Soft Skills at Work, Beverly Amber, Cengage Learning 2008.
5. Written Communication, Jeff Butterfield, Cengage Learning 2009.