**Important Topics (Unit-1)**

1. **Communication-Definition, Components, Process**
2. **Listening-Effective Listening(Definition),Importance,Types,10 principles**

**-Listening is not hearing.(Difference)**

**-Real Listening (Steps)**

**-Active Listening(Definition)**

**-Process (Hearing, Filtering, Comprehending, Remembering, Responding)**

**-Difference between active and passive listening**

**3) Speaking Skills-Definition**

**-Elements of Good speaking**

**- Guidelines for speaking**

**- Stress-definition, rules, levels, types**

**-Tongue Twisters-(Introduction)**

**4) Reading Skills-Importance, styles (SKIMMING, SCANNING, CHURNING (techniques),**

**ASSIMILATING)**

**5)Writing ---(definition, importance, process, types, styles of writing)**

**--Good writing characteristics**

**--Common Etiquettes in written communication**

**Important Topics (Unit-2)**

1. **Conversation-Definition,Importance,Features,Stages,faults,Types**
2. **Difference between Communication and Conversation**
3. **Difference between Speech and Conversation**
4. **Rules of Effective Conversation**
5. **4 Conversational Maxims**
6. **Don’ts of conversation**
7. **How to sustain interest in conversation.**
8. **Ways to keep conversation going.**
9. **Socialisation-agents, stages, functions, components**
10. **Triad of social skill defects**
11. **Consequences of Poor Social Skills**
12. **Important attributes /social skills**
13. **Benefits of effective communication**
14. **Conflict Resolution-Healthy and unhealthy ways of managing and resolving conflicts**
15. **Primary conflict Resolution skills**
16. **Empathy and Respect**
17. **Active Listening**
18. **Relationship Management**
19. **Six Core Competencies of relationship Management**
20. **Tips to improve Relationship Management, Improvement Techniques**