

A background image showing a group of people in a meeting or workshop. A man on the right is gesturing with his hands while speaking to a group of people. The image is overlaid with a dark blue semi-transparent filter.

# COMMUNICATION & PRESENTATION SKILLS

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SL-152

**Muhammad Wasif Khan**

Week 1

LAB # 1

# INTRODUCTION TO THE COURSE

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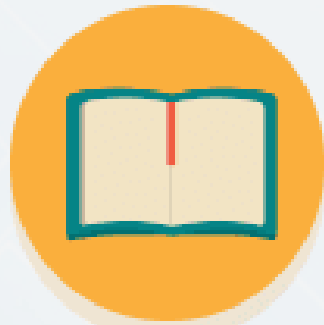




# CONVERT CLASSROOM BASED TRAINING MATERIAL INTO WEB-BASED ELEARNING PROGRAMS



**VIDEOS**



**BOOKS**



**DOCUMENTS**



**ASSESSMENT**



**PDF FILE**



**IMAGES**





# COURSE CONTENT

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Weeks	Contents/Topics
1	What is Communication? Let's Discover!
2	Conversational Skills: Small Talk, Maintaining and Ending Conversation. Practice.
3	The Sounds of English-IPA Symbols Experiencing Public Speaking-Impromptu speeches (Who am I?)
4	Word and Sentence Stress + Practice of 7C's
5	English Intonation+Presentation Skills- Content generation and delivering practice
6	Mid 1
7	Listening Lesson + Role play Activity
8	Group Discussion (rules and practice activity) + Listening Lesson



9	Marked Group Discussion
10	Lab Mid (marked speaking activity)
11	Mid 2
12	Business Letter Practice + Conflict Resolution Role play (using 5 conflict resolution skills)
13	Meetings (practice)
14	Internship Interview Practice
15	Listening + Revision
16	Final Marked Task



# Course Description and Course Objective

The course will acquaint students with more concise, lucid, and correct expression of English; to provide model forms of communication skills with special stress on phonetics and phonology. The aims are to: achieve proficiency in language use, develop skills in listening comprehension, improve reading efficiency, use the conventions of standard written English with skill and assurance, build-up vocabulary, and summarize clearly and accurately the ideas of others etc. It will illustrate the force and effectiveness of simple and direct English. The course is intended to be interesting in itself.

This course is designed to develop skills in speaking, listening, reading and writing, and studying communicative functions of the target language. Emphasis is on skill acquisition through the use of select reading material from different banks of authentic and non-authentic texts. Through understanding the global, inter-relational nature of skills, students are enabled to retain and apply what they have learnt. It will also orient students to the semantic and socio/psycho-linguistic dynamics of language.





# Marks Distribution

Particulars	% Marks
1. Midterm examination (Formal Presentation+ Demonstrative speech)	15+15%
2. Quiz (Listening skills)	15%
3. Assignment (7 Cs)	3%
4. Class Performance	2%
5. Final Exam( Persuasive speeches+ interviews+ Group discussion)	15+20+15
Total:-	100



## Reference Book(s)

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1. College Writing Skills by John Langan, McGraw Hill.

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2. English Vocabulary in use by Michael McCarthy, Cambridge University Press.

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3. Oxford Practice Grammar by John Eastwood, Oxford University Press.

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# **OUTCOME OF THE COURSE**



# You will be able to:

Understand how this course will help you excel in your career with communication skills

Define communication and understand goals of communication

Explain the importance of effective communication to your career and to the organizations where you will work

Explain what it means to communicate as a professional in a business context

Learn the basic forms and types of communication





# Cont.

Understand the communication process model and its elements

Understand the levels of communication

Explain non-verbal communication

Outline the challenges and opportunities of communication in business

Learn the formal business written communication skills

Learn the art of presentation and interview skills



**You can have brilliant ideas, but  
if you can't get them across, your  
ideas won't get you anywhere.**

Lee Iacocca

# COMMUNICATION

*What is Communication? Let's discover!*



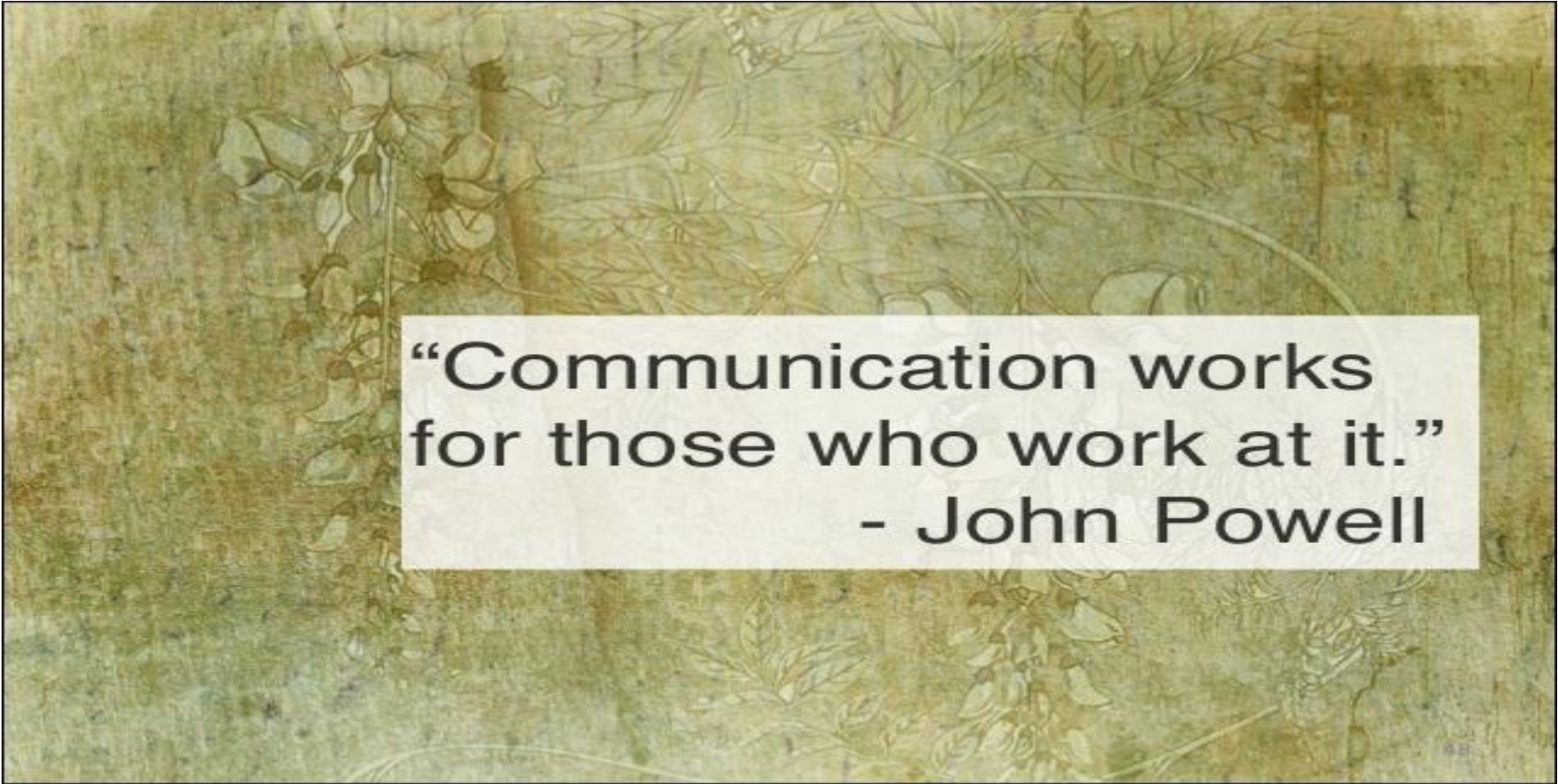
# SPEAKING

<b>S</b>	-	<b>Situation / Setting</b>
<b>P</b>	-	<b>Participants</b>
<b>E</b>	-	<b>Ends</b>
<b>A</b>	-	<b>Act Sequence</b>
<b>K</b>	-	<b>Key</b>
<b>I</b>	-	<b>Instrumentality</b>
<b>N</b>	-	<b>Norms</b>
<b>G</b>	-	<b>Genre</b>





**Reflect and Share your thoughts!**



**“Communication works  
for those who work at it.”  
- John Powell**



# TASK: Over to you.....

1. In pairs find out about your partner.
2. Interview each-other for the following details.
3. Make notes while the second partner answers.
4. Introduce your partner to the class

Name

Nickname

Birth Date

Place of birth

Education/studying

Skills

Hobbies

Goals in life

Job experience

Sports

Prizes/Awards/ Achievements

Travel experience

What makes this person unique?



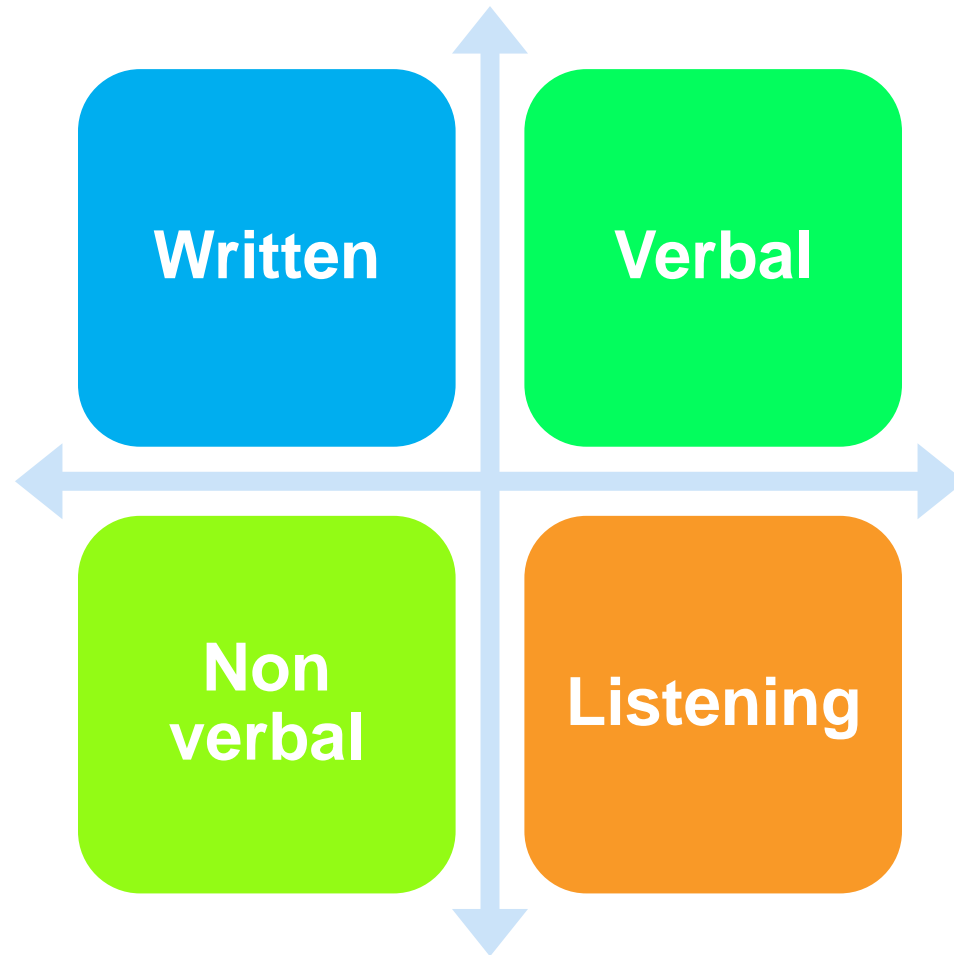
# Introduce your friend to the class.

Use the following statement to start.

I would like to introduce you to my friend ..... whose  
nickname is ....."



# Types of Communication Skills





# Listening

Maintain eye contact

Do not interrupt

Build rapport

Clarifies situation

Do not make assumptions

Ask questions



# Written Communication Skills

Application forms

CV/Resume

Cover letters

Reports



# Verbal Communication Skills



# Techniques for Verbal Communication Skills

Speak clearly

Adapt to suit audience

Pitch, tone and speed

Eye contact

Non verbal cues

Prepare - confidence

Breathe!





# The Statistics

How do we judge people when we first meet them?

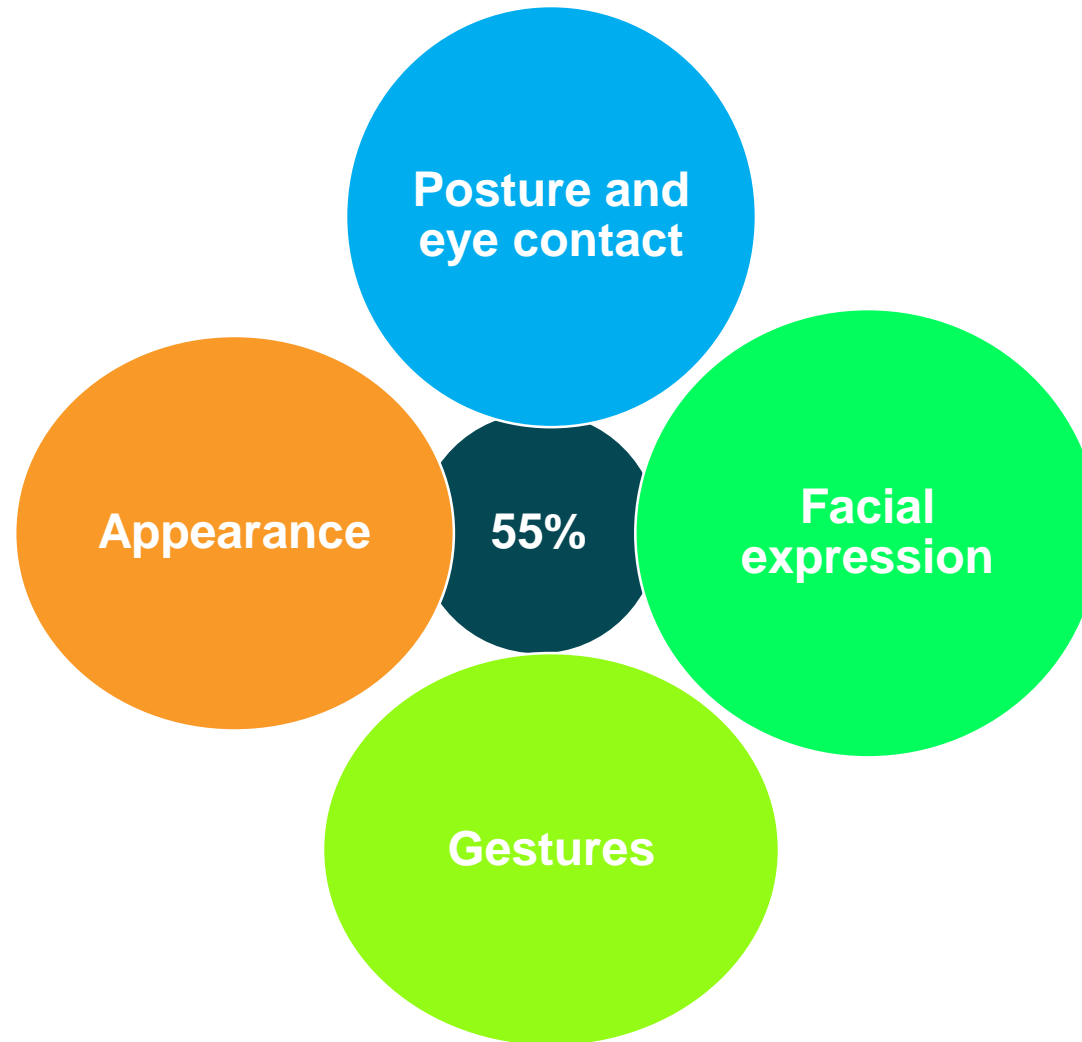
**55%** on how we **look**

**38%** on how we **sound**

**Only 7%** on what we **say**



# Non Verbal Communication



## Listen to the Conversation and do the following?

- ☐ What are the two speakers talking about?
- ☐ Who is a better listener?
- ☐ Who is the better speaker?
- ☐ What is the best line you would like to use?
- ☐ Do you use any of these communication skills, such as, friendliness, being very clear, listening with good non-verbal feedback, etc.)



# HOW GOOD A LISTENER YOU ARE!



## WORK IN PAIRS.

- Now each of you write a list of 5 topics you would like to speak about (some suggestions are your favorite movie, your hobbies, how much time do you spent on social media and what do you actually do, discuss any show you have seen recently if it is decent for the classroom, etc.)
- Now give your list of topics to your partner. Let him/her select any one topic and talk about it for 1 to 2 minutes only.
- Ok, now your job is to listen to your partner attentively and summarize his/her answer in front of the class.
- The class will tell how good a listener you are.
- Now you can speak on any one topic from your partner's list and let's see how good a listener your partner is.



# Non verbal communication skills

**Watch the following videos and make notes.**

- ▶ <http://www.maximumadvantage.com/nonverbal-communication/non-verbal-communication-demonstration.html>
- ▶ [http://www.youtube.com/watch?v=Ks-\\_Mh1QhMc](http://www.youtube.com/watch?v=Ks-_Mh1QhMc)



**THANK YOU!**

