

CSCA 423: COMMUNICATION SKILLS

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Module-I: (9 Hrs)

Session I: Communication: Concepts and definition - Importance - Process- communication - Model - Types - Mode of communication - Objectives - Inter, Intra personal Communication - Barriers - Commandments of communication.

Module-II: (9 Hrs)

Session II: Developing Communication Skills: a) Reading: Preparation - Reading Styles - Linear reading - Faster Reading - Reading Techniques b) Writing: Effective writing - Report writing - Speech Writing - Minutes - Communication aids - Agenda Writing - Letters - Article writing - Improving English language Writing - When to write and when not to write.

Session III: Listening and Speaking: a) Listening: Listening - Importance - Art of Listening - Advantages - Mode of expression - Listening tests b) Speaking: Art of conversation – Using telephone - Methods of asking questions - Brain Storming - Presenting reports –Improving speech delivery - Expressing Techniques

Module-III: (9 Hrs)

Session-IV: Interviews Techniques: What and Why? - Types of Interviews - Understanding the intricacies - Planning for interviews - Answering skills – Effective Communication during interviews - TIPS - Mock Interview.

Session V: Group Discussion: Group Discussion - Purpose - Process of Group Discussion - Preparation - Getting Started - Art of guiding and controlling discussion - Personality test through group discussion - Lateral thinking - Participation techniques - mock G.D.

Module-IV: (9 Hrs)

Session VI: Body Language: Origin and development of body language - Tool for personality identification - Analysis of body language - Types - Desirable body language - Attitude and body language - Body language as a powerful communication.

Session VII: Negotiation Techniques: Meaning - Importance - Fundamentals - Preparation - Techniques of Negotiation - Managing process of negotiation - Inter-personal behaviour – Case Study - Mock negotiations

Session VIII: Meetings: Meaning - Importance - Objectives - Leading and participating in meetings - Success indicators - Understanding the process of meetings – Communication skills for meetings - Mock Meetings - Seminars.

Module-V: (9 Hrs)

Session-IX: Management Communication Relationships: Communication in Management - Semantics - Employee and Employer communication - Communication within Management - Downward and Upward communication - Communication by specialists - The Union's role in communication.

Session-X: Presentation: Meaning and types of presentation - Understanding the audience - Planning - Designing - Written and oral - Making use of notes and outlines _ Techniques for delivering presentation - personal style - A postscript - model presentation.

Session - XI: A whole review of the ten sessions and evaluation of the Students.

Session XII: Practical communication with a cross section of the Society.