

**Government of Karnataka
Department of Collegiate and Technical Education
Board of Technical Examinations, Bangalore**

Course Code	20EG01P	Semester	I/II
Course Title	COMMUNICATION SKILLS	Course Group	Core
No. of Credits	4	Type of Course	Lecture + Practice
Course Category	Workplace Skills / Humanities & Social Sciences	Total Contact Hours	6Hrs Per Week
			78Hrs Per Semester
Prerequisites	Nil	Teaching Scheme	(L:T:P)= 0:1:2
CIE Marks	60	SEE Marks	40

Preamble

Today, Communication is a very important skill for the success of every millennial student. Millennials affinity to use digital media for communication, changing career and working landscapes, and greater competition in colleges and workplaces makes enhancing student communication skills beyond language a must. Rote learning a few tips or tricks the night before an interview or performance review won't do the job if students are trying to make an impression in highly collaborative workplaces of the future. Expectations from students aspiring to be part of such future workplaces are that they have not just good verbal and non-verbal communication skills but also a good understanding of how to use modern tools for effective communication.

Scope

To enable students to communicate clearly and effectively, by improving their verbal and non-verbal communication skills, as well as enhancing interpersonal skills and knowledge of appropriate tools for specific communication strategies.

Course Objectives

The objectives of communication skills course are:

- Build better communication skills: oral and written expressions and body language
- Enable critical thinking
- Empower with active listening skills
- Enable team work/collaboration

Instructional Strategy

To achieve course objectives, it is important to provide the blended mode of instruction for each of the concepts. This blended mode of instruction enables and empowers students with:

- **Understanding of Concept (Theory):**
 - Through definitions, discussions, explanation, conclusions.

- Through demonstrations: Show films or other workplace clips that model various conversation skills. This provides greater clarity of the concept by
 - Enabling observation skills
 - Helping in expression of gesture
 - building confidence
- **Application of Concept (Learning by doing):** It is imperative that to become a good communicator, the skills have to be built by applying the concept in the hypothetically created real life situations. Students are encouraged to participate in each of these activities during lab session to help build the effective communication skills.
 - Use of technology tools like audio books, apps like voice thread or paper telephone, etc.
 - To help in workplace conversations.
 - To increase active listening, pronunciation
 - To help in voice modulation
 - Group discussion
 - Reinforce active listening
 - Enable group debate to imbibe healthy communication strategies
 - Sharpen the skills of "Asking clarifying questions"
 - Sharpen Feedback / Response skills
 - Time management skills
 - Group presentations/peer reviews
 - Enable team work
 - Assess concept understanding
 - Sharpen both oral and written communication skills
 - Group activities:
 - foster critical thinking
 - enable reflective learning
 - Tools usage:
 - Understand the difference between a Dictionary and a Thesaurus
 - Understand "When" and "How" to use these tools for communication

Course Outcomes

After completion of this course, the student shall be able to;

- Communicate
 - Identify audience (colleagues, management, customers/vendors)and use the right methodologies for communication using the right terminology, names, grades and other nomenclature pertaining to the trade, tools and specific equipment.
- Write
 - in at least one language correctly
 - basic level notes and observations
 - job cards, work sheets, basic report writing and responding to emails, simple presentations, job applications, resume
- Read
 - Technical manuals, task sheets/job orders, policies and regulations pertinent to the job, including OEM guidelines.
 - all instructions given in memos, manuals, documents or those put up as posters across the premises
 - safety precautions mentioned in equipment manuals and panels to understand the potential risks associated
- Question
 - Ask right questions

- Use different ways of asking questions
 - Clarifying/Open ended (What, Why, When, Who, Where, How)
 - Close ended
- Present
 - With right Posture & Gesture
 - With greater concept/content clarity
 - With high confidence
 - With voice modulation to capture the attention of audience
- Use technology tools
 - Office productivity
 - Word : Report writing
 - PowerPoint : Creating effective presentations
 - Excel : Data handling/Charts

Course Content

The following are the various units to be taught and assessed in order to ensure the student is able to demonstrate the Course Outcomes mentioned in the **Course Outcome** section.

Pre-assessment:

Teachers are required to administer pre-assessment before starting the actual instruction. This helps in gathering information about students' like their attitude, beliefs, interests, and learning abilities.

Pre assessment expectations:

- To assess current language skill (Pronunciation, usage, sentence formation)
- To assess their ability to comprehend and respond to the instruction
- To assess their interest towards accepting ideas and learning
- To assess their current communication skills: asking questions, listening, communicating with confidence

UNIT 1: English - Introduction

Learning outcome:

Learn English pronunciation, functional grammar concepts& Reading. To gain confidence in spoken English.This section also covers phonemic awareness, grammar rules to set a strong base for application mode of communication.

Phonemic awareness	Going over 42 sounds	<i>Examining the understanding of sounds Spelling patterns (Consonant and Vowel blending: CVC words) Pronunciation</i> <ul style="list-style-type: none"> ○ List of words given above (Commonly used words) ○ Diction (speech) 	0:2:2
Functional Grammar Concepts	Revision of Grammar concepts	<i>Parts of speech Sentence structure Examples of right sentences Gender, Singular, Plural</i>	2:0:0 0:1:0 0:1:0

Comprehension activities	Reading conversations (check the unit wise activity table)	<i>Usage of voice (active and passive) and tenses</i> <i>Written test for each comprehension</i>	0:2:0 0:0:2
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UNIT 2: Communication

Lesson outcome:

At the end of the session:

- Students should be able to
 - Understand the communication process, influence of voice/tone, logical organization of thought, comprehension, listening skills.
 - Understand the basic building blocks of communication and strategies for working with each of these blocks.
 - Learn about carrying self, etiquettes of communication.
 - Build positive attitude about self and towards handling communication.
 - Learn the process for effective communication, problem solving techniques, to be confident communicator.

INTRODUCTION:	What is communication? Why communication? How do we communicate? Communication Theory and Process	How communication happens? <ul style="list-style-type: none"> • Pictorial representation of communication framework • Elements of communication: sender, receiver, message • Refer to activity in Unit activity section. 	1: 2:0 0:2:2
	Barriers to communication	Language <ul style="list-style-type: none"> • Lack of linguistic ability • Grammar Context <ul style="list-style-type: none"> • Psychology • Physiology Systematic <ul style="list-style-type: none"> • inefficient or inappropriate information systems 	0:2:2 (video clip play, content tutorial, role play)

		<ul style="list-style-type: none"> • Lack of communication channel • lack of understanding of the roles and responsibilities <p>Attitude</p> <ul style="list-style-type: none"> • Perceptions • Preconceived notions 	
Building blocks of communication	People Message Context Listening	<p>People:</p> <ul style="list-style-type: none"> • Empathising with sender's or receiver's perception • Intent & Impact on the sender/receiver • Think – Feel – Do model <p>Message:</p> <p>Message channels:</p> <ul style="list-style-type: none"> ○ Inperson, email, memo, report <p>Be aware of Mental Filters</p> <ul style="list-style-type: none"> ○ Level of understanding/knowledge ○ Personal concerns ○ Pre conceived notions <p>Organize message:</p> <ul style="list-style-type: none"> ○ Critical thinking: organize your thoughts? <p>Use following strategy:</p> <ul style="list-style-type: none"> ▪ Who ▪ What ▪ When ▪ Why ▪ How <ul style="list-style-type: none"> ○ Bundle Primary and Secondary information ○ Mindful about non-verbal message ○ Tone of voice <p>Examples of Types of messages:</p> <ul style="list-style-type: none"> ○ Inform ○ Persuade ○ Cyclical <p>Avoiding Miscommunication:</p> <ul style="list-style-type: none"> • Evaluate (Checking for) understanding of the intent of the message with the receiver – by asking clarifying questions? 	0:4:4

	<p>Context:</p> <p>Define context</p> <p>Importance of context</p> <p>Tune into context</p> <ul style="list-style-type: none"> • Timing • Location • Relationship <p>Listening:</p> <p>Importance of listening</p> <p>Barrier to listening:</p> <ul style="list-style-type: none"> • Mental filters • Multitasking • Information overload <p>Strategies for listening:</p> <ul style="list-style-type: none"> • Recall • Acknowledge • Summarize • Listen with eyes for connecting to non-verbal connection • Empathize • Pay attention • Ask clarifying questions <p>Effective Listening Behaviors:</p> <ul style="list-style-type: none"> • Maintaining relaxed body posture • Leaning slightly forward if sitting • Facing person squarely at eye level • Maintaining an open posture • Maintaining appropriate distance • Offering simple acknowledgements • Reflecting meaning (paraphrase) • Reflecting emotions • Using eye contact • Providing non-distracting environment <p>Behaviors that hinder effective listening</p> <ul style="list-style-type: none"> • Acting distracted • Autobiographical (Telling your own story without acknowledging theirs first) • No response • Invalidating response, put downs • Interrupting • Criticizing • Judging • Giving advice/solutions • Changing the subject • Reassuring without acknowledgment 	
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UNIT 3: Verbal Communication			
Lesson outcome:			
At the end of this session, Students should be able to:			
		<ul style="list-style-type: none"> • Understand and define the communication framework structure for each of the verbal communication (in person/telephonic/video conference). • Understand and apply the verbal communication techniques. • Use technical jargons in communication. • Use right body language during verbal communication • Understand and practice the Active Listening techniques • Confidently articulate or present the content 	
Different types of verbal communication:	<p><i>In person</i></p> <p><i>Telephonic</i></p> <p><i>Video conference</i></p>	<p>Use ABC's: Accuracy, Brevity, Clarity</p> <ul style="list-style-type: none"> ○ Introduction ○ Main body of the content ○ Summary <ul style="list-style-type: none"> • Use voice/tone effectively • Reinforcement of Listening skills: Active and Empathetic listening skills • Body language <ul style="list-style-type: none"> ○ Eye contact ○ Body posture ○ Gesture ○ Facial expression ○ Space 	0:2:4
Listening Skills	<p><i>Effective Listening behaviours</i></p> <p><i>Behaviours that hinder effective listening</i></p>	<p>Effective Listening Behaviours:</p> <ul style="list-style-type: none"> • Maintaining relaxed body posture • Leaning slightly forward if sitting • Facing person squarely at eye level • Maintaining an open posture • Maintaining appropriate distance • Offering simple acknowledgements • Reflecting meaning (paraphrase) • Reflecting emotions • Using eye contact • Providing non-distracting environment <p>Behaviours that hinder effective listening</p> <ul style="list-style-type: none"> • Acting distracted • Autobiographical (Telling your own story without acknowledging theirs first) • No response • Invalidating response, put downs • Interrupting 	

Using technical Jargons: <i>Assignment based project encouraging pupil to use the technical terms in the written and verbal communication.</i> This requires understanding of the core concepts (from subject teacher) and integrating the concept with communication concepts to gain the real time application knowledge.	<ul style="list-style-type: none"> • Criticizing • Judging • Giving advice/solutions • Changing the subject • Reassuring without acknowledgment 	
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UNIT4: Non-Verbal Communication:

Lesson outcome:

At the end of this unit, students should be able to:

- Understand the importance of Body language and its impact.
- Use the strategies for effective body language.
- Understand the relevance of different elements of emails and how to use them.
- Develop the confidence in presenting written content in logical and organized manner with a definitive email framework.
- Write different email formats confidently: Job application, Request email, apology email, email responses/feedback.
- Confidently write Resume/Curriculum-vitae, Reports, Formal letters and portfolio.
- Confidently communicate using technical jargons and with increased vocabulary.

Body Language	Strategies	Body language tips: <ul style="list-style-type: none"> • Keep appropriate distance • Take care of your appearance • Maintain eye contact • Smile genuinely 	0:3:4
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Art of Professional writing: <ul style="list-style-type: none"> <i>Written communication</i> <i>Emails:</i> <ul style="list-style-type: none"> • Structured framework for writing formal emails to emphasize on professional communication in English 	<p>Do's and Don'ts: dos:</p> <ul style="list-style-type: none"> • smile • stand up confident and straight • use appropriate hand gestures • Make eye contact with audience • Hold neat note cards while presenting content <p>Don'ts</p> <ul style="list-style-type: none"> • point at anyone • rock backwards and forwards • pace across front of room • read off slides <p>read off notes</p> <p>Different types of emails: Job application, request letter, letter writing and quick notes</p> <p>Structure of email text:</p> <ul style="list-style-type: none"> • Introduction – Beginning of the letter and this plays crucial role as it provides first impression to the reader. <ul style="list-style-type: none"> ○ Who: author (name + position and organisation) ○ what: purpose - controlling idea (what author does or feels) • Development: Expand on the Controlling Idea/purpose of the email by answering relevant WH questions <ul style="list-style-type: none"> ○ what, when, where, who, whom, which, whose, why, and how • Conclusion: Positive words <ul style="list-style-type: none"> ○ Verb: thank, appreciate, hope, wish ○ Phrases: be glad about, look forward to <p>Email writing samples and practice content in the activity section.</p>	0:2:4
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		<p>Additional essential writing skills – Framework will be provided and assignments will be advised:</p> <ul style="list-style-type: none"> • Resume writing /CurriculumVitae • Report Writing • Portfolio writing • Formal letters 	
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UNIT5: English - Reading Skills, Grammar & Vocabulary

Lesson Outcome:

At the end of the session, student should be able to:

- Read sentences with punctuation.
- Understand the techniques of reading complex words.
- Understand and apply the reading techniques for efficient reading.
- Understand the usage of communication tools like Thesaurus and Dictionary that aids in improving vocabulary and reading.
- Understand and apply the functional grammar aspects in day today communication.

Reading skills	<p><i>Comprehension activities</i></p> <p><i>Techniques for smart reading</i></p>	<p>Passage comprehension Conversation comprehension</p> <p>Strategies for smart reading:</p> <ul style="list-style-type: none"> • Skimming and scanning through the text, inferring the meaning • Questioning, summarizing 	0:2: 2
Functional Grammar	<p><i>List of Commonly confused words and how to use/avoid them</i></p>	<p>Set of words to accelerate the English language learning and usage.</p> <p>Strategies to use these words effectively</p>	0:1: 2
Vocabulary	<p><i>Sentences:</i></p> <ul style="list-style-type: none"> ○ Declarative sentence ○ Imperative sentence ○ Interrogative sentence ○ Exclamatory sentence 	<p>Techniques of categorizing sentences, understanding how to build with punctuation and effectively use in the verbal and non-verbal communication.</p> <p>This involves more of hands on activities.</p>	0:1: 2

	<p>Punctuation, Content organization and Comprehension</p> <p>Techniques:</p> <ul style="list-style-type: none"> • Learning new words from comprehension by way of repetition and usage of these words in communication • Listing technical jargons and repeatedly using in the communication with peers and teachers • Chunking and reading words <p>Tools</p> <ul style="list-style-type: none"> • Understand the difference between a Dictionary and a Thesaurus • Understand "When" and "How" to use these tools for communication 	<p>Comprehension remains as a main activity to accelerate the learning of spoken and written English language</p> <p>Increases vocabulary, builds confidence and helps in becoming a good communicator.</p> <p>Activities are done, tips are provided to efficiently implement these strategies.</p>	0:1:2 0:1:0
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Unit 6 - Communication Tools

Lesson Outcome:

At the end of the session, student should be able to:

- Use Email technology efficiently for communication
- Present content in the PPT format efficiently
- Understand different platforms available for web conferencing and efficiently work with them.
- Create reports and data management.

Introduction	Evolution of communication tools	Traditional vs. modern communication tools Advantages and Disadvantages	1:0:0
	Email using Gmail	How to use the tools effectively? Formatting, layout	0:1:1

One-to-One		Including attachment Working with “To, CC, BCC” and Subject fields effectively Using signature	
One-to-Many	<i>Presentation using PowerPoint</i>	Creating, Editing, Saving slides Using Animation Formatting options	0:1:2
	<i>Webinar / Web Presentation (zoom, Google meet, Skype)</i>	Hosting online meeting using online meeting tools Inviting people Sharing screen	0:1:1
Other	<i>Reports using MS Word</i>	Open, close, Edit and Save usage with documents Layout and strategies for creating report Sample report creation demo with follow on assignment Core subject project report submission assignment	0:1: 2
	<i>Data & Graphs using MS Excel</i>	Open, close, save and edit the excel document Creating data Using basic maths operation in Excel for working with data Creating simple graphs Assignment: For example, creating statistics of subject wise activities completed for 6 months in the credit course	0:1: 2
			4:34:40

Course Class Activity List (Unit-wise)

The following are the various activities that faculty could conduct for each unit are presented below;

Unit No.	Unit Title	Unit Activities
UNIT 1: Activities:	English – Introduction	1. 42 sounds revision:

	<p>1. s, a, t, i, p, n 2. c k, e, h, r, m, d 3. g, o, u, l, f, b 4. ai, j, oa, ie, ee, or 5. z, w, ng, v, oo, oo 6. y, x, ch, sh, th, th 7. qu, ou, oi, ue, er, ar</p> <ul style="list-style-type: none"> • This helps in reducing the native language impact • Helps in understanding Short and Long vowel words • Helps in spelling • Helps in pronunciation <p>2. Reading commonly used words loud from the list (list will be provided in the workbook):</p> <ul style="list-style-type: none"> • This helps in getting familiarity with the word pronunciation and helps in reading. <p>3. Blending words activity:</p> <ul style="list-style-type: none"> • Write simple three letter words (CVC/CVCC/CVCV) pattern words: Can, Cap, Snap, cape (list will be provided in the workbook) • Show how to blend with the sound. • Starting with 3 letter words and continuing to 6 to 8 letter words. <i>Note: Remember before going through big words, it is always important to assess and ensure the student is aware of all the 42 sounds and are comfortable making small words.</i> <p>Parts of Speech:</p> <p>building sentence using parts of speech: Demonstration by teacher: (Will be explained in the book as an example)</p> <p>Jumbled parts of speech: Student should pick the right order to build meaningful sentence:</p> <p>(More samples will be provided in the workbook)</p> <ul style="list-style-type: none"> • College go to you everyday. • Makes spider web the a <p>Gender, Singular and Plurals:</p>
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		<ul style="list-style-type: none"> • Match the following activity for singular and plural • Fill in the blanks activity for genders <p>Reading & Comprehension: Conversation</p> <ul style="list-style-type: none"> • Conversation at the bank (provided in the workbook along with few more conversation samples) • Questions based on this conversation will be provided in the workbook
Unit 2	Communication	<p>Oral:</p> <ul style="list-style-type: none"> • Introduce yourself? <p>Visual:</p> <ul style="list-style-type: none"> • Video clip on communication etiquette • Pictures (in addendum section): do's and don'ts of communication <p>Group of students, one participant whispers in another participant's ear, and this message has to be passed on in a circle until it reaches back the sender. Making a note of process of message conveyed and how it was perceived.</p> <ul style="list-style-type: none"> ○ Identify the communication gap if any. ○ Discuss and conclude the communication framework importance ○ Discuss/reiterate how to make communication framework strong. <p>1. Role play to assess the understanding of building blocks of communication: (can be tapered to the core skills of diploma courses, following are just few of the examples)</p> <ol style="list-style-type: none"> a. Announcing the result of students in the class or b. Announcing the job placement of students (people, context, message, form of message) c. Discussing the guidelines of examination (listening skills)

		<p>d. Listening to the weather forecast without seeing and making note of the listening ability (play video of weather forecast) – Assess based on how much the student is able to recall.</p> <p>2. Run National geography/Discovery Video clip/subject related technical video clip on YouTube:</p> <p>Check:</p> <ul style="list-style-type: none"> ○ if the student has not understood what a speaker expressed ○ about work or safety related issues ○ seeking clarification or advice appropriately from colleague, customer, management or vendor
Unit 3	Verbal communication	<p>1. Voice/tone modulation: Showcase video</p> <p>Discussion:</p> <p>What was right?</p> <p>What was wrong?</p> <p>How it should have been better?</p> <p>2. Picture description activity (memory test): Class split into groups A, B C,D: (two or four groups of at least 5 people each): Teacher shows different picture to each group for three minutes. Now each group has to remember what was on the picture and discuss with each other, write down the elements on a piece of sheet and share it with the teacher.</p> <p>Group that remembers more will be the winner.</p> <p>Teacher to observe the body language of a student in the group, listening skills of a student, presentation skill, comprehension skill, content delivery skill, confidence level, team work. And reiterate the concepts, dos and don'ts, and discuss what could have been done better.</p> <p>(details of pictures will be given in the workbook)</p> <p>3. Telephonic conversation:</p>

		<p>Role play by a teacher: Call Airtel/Vodafone department and asking for the phone number portability process.</p> <p>After teacher demonstrates, teacher divides the class in to small groups of three people.</p> <ul style="list-style-type: none"> • Each group will be given a different telephone conversation assignment (samples will be provided in workbook). • Two people in the group pretend to converse over the phone, and the third person makes a note of right and wrong approaches during the communication.
Unit 4:	Non-verbal communication	<p>Body language</p> <p>Simon Says:</p> <p>Instructions and set up :</p> <ol style="list-style-type: none"> 1. Series of instructions to the group that are to be copied/reproduced. Start slowly and increase the pace 2. State the following actions as YOU do them: <ul style="list-style-type: none"> ○ Put your hand to your nose ○ Clap your hands ○ Stand up ○ Turn around ○ Touch your shoulder ○ Sit down ○ Stamp your foot ○ Cross your arms ○ Put your hand to your forehead – <u>BUT WHILE SAYING THIS PUT YOUR HAND TO YOUR NOSE</u> 3. Observe the number of group members who copy what you did rather than what you said. <p>Outcome of this activity:</p> <p>Discuss how body language can reinforce/influence verbal communication and drive the importance of body language and how to work on it</p>

		<ul style="list-style-type: none"> • Email communication & Using technical jargons: Sample letter writing as assignment to students. (list will be provided in the text book – Request, apology, job application and relevant email formats that are useful for students post diploma course) • There will be at least one assignment that utilizes technical jargons in email communication.
UNIT 5:	English - Reading Skills, Grammar & Vocabulary	<ul style="list-style-type: none"> • Reading passage (Provided in workbook) • Reading passage from the text book • Comprehension: Passage & Conversation (will be provided in workbook) • Chunking words and reading activities
Unit 6:	Communication tools	<ul style="list-style-type: none"> • Email writing activities: Writing emails using email provider. Theme based email writing • Report writing assignment <p>Writing about a machinery tool/interior designing plan? Related to the diploma stream.</p> <ul style="list-style-type: none"> • Resume writing assignment • Data handling: Collecting data about machines/number of students passed out of college for last three years and creating graph about it. • Presentation: <ul style="list-style-type: none"> ○ About learning in the communication class ○ Concept presentation

Course Assessment Strategies

Assessment Methodology

- a. Observation (role play activities, team activities, demonstration)
- b. Questions & Answer – Periodic Assessment

Assessment Grading RUBRICS

Language Basics	
Beginner	Doesn't know / understand
Intermediate	can read and identify commonly used words
Good	Confident , able to communicate well with known people
Advanced	Confident , able to communicate well with anyone using a English

Expert	Can read, understand; Also comprehend & can train others
Reading	
Beginner	Beginning to read, has native language impact
Intermediate	can read, identify words, build simple 3/4/5 letter words easily
Good	Can read, understand, build words, read simple sentences ; Also comprehend
Advanced	Can read, understand, build words, read simple sentences ; Also comprehend
Expert	Confident , read simple and complex sentences with punctuation, comprehend, spell also build words
Inter personal communication	
Beginner	is shy, doesn't talk/express
Intermediate	hesitates to communicate – due to lack of confidence / ability, can talk to known people
Good	can talk to unknown people, less confident, does not express, has hard time working as a team
Advanced	can talk to unknown people, confident, can't express, has hard time working as a team
Expert	confident, can talk to anyone, express well, works well in the team
Body language	
Beginner	Is shy, not open to communicate, has hard time making friends
Intermediate	Knows basics of Body language, practices sometimes
Good	Knows basics of Body language, practices most times, has less confidence in presenting content
Advanced	Knows and practices good body language all times, can present content
Expert	Knows and practices good body language all times, is an example, Leads the pack to get better
Listening Skills	
Beginner	Just hears, no attention
Intermediate	Listens, pays attention, does not ask any question
Good	Listens, pays attention, ask questions
Advanced	listens, pays attention, asks questions, cannot empathize
Expert	Listens, pays attention, asks clarifying questions, able to understand the message communicated
Acceptability to Learn	
Low	is not receiving to information
Average	receives information but resists to implement
Good , Above Average	receives information and implements per instructions
Strong	receives information and proactively implements and seeks feedback
Verbal Communication	
Beginner	Does not communicate, shy, low on confidence: has problem expressing in his/her native language or English language
Intermediate	Can communicate in native language, low confidence, shy, yet to try in English language

Good	Can communicate in native language, good confidence, tries to communicate in English language
Advanced	Can communicate in native language, express view points, good confidence, comfortable talking to people in the team, tries to communicate in English language as well
Expert	Can communicate in native language, express view points, very good confidence, can communicate with anyone without any fear, asks clarifying questions, communicates well in English, or tries hard to communicate in English language as well
Non-Verbal Communication	
Beginner	Struggles to understand the non-verbal cues, has to work on body language, has hard time understanding the written communication aspects
Intermediate	Can understand the non-verbal cues, has to practice, tries to apply written communication aspects
Good	Can understand non-verbal cues, practices well, works hard to get hold on written communication skills, exhibits confidence in whatever task is given
Advanced	Can understand non-verbal cues, can work on written communication aspects, exhibits confidence, practices well, help others to identify non-verbal cues
Expert	Can understand non-verbal cues, train others, confident, exhibits good non-verbal cues at all times, can train the pack, has good hold on written communication as well.
Comprehension	
Beginner	Tries to read the passage, has hard time to comprehend
Intermediate	Can read the conversation passage, has hard time understanding the regular passage
Good	Can read the conversation passage, regular passage, but stutters in answering questions if there are technical jargons
Advanced	Can read the conversation passage, comprehend but regular passage comprehension is good
Expert	Can read the conversation passage, comprehend but regular passage comprehension is good, explain better to others, help others, lead the pack
Writing Communication	
Beginner	Has trouble forming right sentences for written communication
Intermediate	Can form sentences, has problem with the layout, gets confused between layout for different form of written communication
Good	Can form sentences, has fair understanding of the layout to be used for particular type of written communication, but stutters for words and expression
Advanced	Can form sentences, has good understanding of the layout to be used for particular type of written communication, confident, can express thoughts well

Expert	Can form sentences, has good understanding of the layout to be used for particular type of written communication, confident, can express thoughts well and train others and lead the pack
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Recommended Learning Resources

<https://www.englishclub.com/grammar/parts-of-speech.htm>

Watch Amy Cuddy's TED Talk: [Your Body Language Shapes Who You Are](#)

Additional Reading: http://money.cnn.com/2000/05/03/career/q_body_language/

Pre-assessment:

Activity 1:

Make a group, read random words from the list, build sentence for few words from the list.

Create a group of 3 or 5 students. Randomly pick 5 words from the word list write down on the board/show them as a chart if you have created a word chart/make chit of words and ask them to pick one chit and READ the word.

Main idea: Testing the pronunciation ability, language ability, confidence in speaking, ability to understand and accept the instruction

Activity 2:

Simple reading test – Reading passages (Simple passage from the current course book)

Show the reading passage, let each one of them read 2 lines, after first student is done with reading two lines, then the next student must pick up from there and read next two lines. This process has to be followed until the entire class is done with reading or at least ten students are done with reading.

Main idea: Testing listening skills, attentiveness, language ability, pronunciation ability

Activity 3:

Students getting to know each other. Create a group of 3 or 5 students. Each student gets chance to talk to another student, introduce him/herself to the student, ask question, make a note of the answer against the name of the student who is answering the question on a sheet of paper.

Main idea: To assess current communication level, body language when students talk with each other, and confidence.

Commonly Used Word List

When	Today	For	Off
Give	Stop	There	Often
Again	Little	Than	Myself
Do	Large	At	Over
From	Both	Like	Along
Him	Name	Said	Why
Can	Few	They	Has
Go	Home	Look	Bring
But	Big	Know	Part
Old	Should	Done	By
Not	Once	High	As
Her	Thought	So	Into
Time	Better	Them	Away
Long	Many	Does	No
Had	Get	Always	Other
Word	Please	These	With
Very	Ask	Last	An
Your	Say	Got	What
Make	Ten	Next	Come
Day	I	Those	Would
Each	Show	Play	Who
Yes	To	Girl	This
On	Am	A	Could
Been	Where	You	Now
Of	Way	Be	Fun
He	Which	Were	Only
It	Write	Or	Much
More	Goes	One	Tell
My	Great	All	Out
Any	Number	That	Fast
Their	First	Cat	Is
We	Find	His	Small
She	Me	Have	Dog
Did	In	How	See
Went	Before	Water	Here
Full	Saw	And	People
Some	Never	Use	School
Then	Boy	Take	Two
If	Right	The	Call
Night	After	Will	Might
Made	About	Was	May
Up	Far	Are	Walk

To assess current communication skill: Activity based

Activity 3:

Making a group of students and getting to know each other with a predefined expectation for example:

Name:

I have performed on stage:

I'm good at sports:

I can speak more than 3 languages:

I'm always cheerful:

I like my mother tongue:

Course Assessment and Evaluation

Continuous Internal Evaluation (CIE)

Sl.No	Assessment	Schedule	Duration	Max. Test marks
1	Skill Test 1	At the end of 3 rd week of the sem	2 Hrs	20
2	Skill Test 2	At the end of 7 th week of the sem	2 Hrs	20
3	Skill Test 3	At the end of 13 th week of the sem	2 Hrs	20
Total				60

Scheme of Valuation for CIE

Serial no	Assessment	Marks
1	Portfolio Evaluation of activities / exercises conducted upto the schedule of Skill Test. (Work Book Based)	10
2	Assessment of any one through qualitative assessment (Rubrics)	10
	TOTAL	20

RUBRICS FOR ASSESSMENT OF ACTIVITY (10marks) (Qualitative Assessment)						
Dimension	Beginner	Intermediate	Good	Advanced	Expert	Student Score
	2	4	6	8	10	
	Descriptor	Descriptor	Descriptor	Descriptor	Descriptor	
	Descriptor	Descriptor	Descriptor	Descriptor	Descriptor	
	Descriptor	Descriptor	Descriptor	Descriptor	Descriptor	
	Descriptor	Descriptor	Descriptor	Descriptor	Descriptor	
Average / Total Marks:						

Example Only RUBRICS FOR ASSESSMENT OF ACTIVITY (10marks) Faculty need to develop appropriate rubrics as per the assigned activity for assessment						
Dimension	Beginner	Intermediate	Good	Advanced	Expert	Student Score
	2	4	6	8	10	
Language Basics	Doesn't know / understand	Can read and identify commonly used words	Confident , able to communicate well with known people	Confident , able to communicate well with anyone using a English	Can read, understand; Also comprehend & can train others	8
Reading	Beginning to read, has native language impact	Can read, identify words, build simple 3/4/5 letter words easily	Can read, understand, build words, read simple sentences ; Also comprehend	Can read, understand, build words, read simple sentences ; Also comprehend	Confident , read simple and complex sentences with punctuation, comprehend, spell also build words	6
Inter personal communication	Is shy, doesn't talk/express	Hesitates to communicate – due to lack of confidence / ability, can talk to known people	Can talk to unknown people, less confident, does not express, has hard time working as a team	Can talk to unknown people, confident, can't express, has hard time working as a team	Confident, can talk to anyone, express well, works well in the team	8
Body language	Is shy, not open to communicate, has hard time making friends	Knows basics of Body language, practices sometimes	Knows basics of Body language, practices most times, has less confidence in presenting content	Knows and practices good body language all times, can present content	Knows and practices good body language all times, is an example, Leads the pack to get better	8
Average / Total Marks: $(8+6+8+8)/4$						7.5 = 8 marks

Scheme of Valuation for Semester End Examination (SEE)

Serial no	Assessment	Evidence	Marks	Conversion
1	Portfolio Evaluation- UNIT 1: English - Introduction	Work Book	15	
2	Portfolio Evaluation- UNIT 2: Communication	Work Book	15	
3	Portfolio Evaluation- UNIT 3: Verbal Communication	Work Book	15	
4	Portfolio Evaluation- UNIT-4: Non-Verbal Communication:	Work Book	15	40 Marks
5	Portfolio Evaluation- UNIT-5: English - Reading Skills, Grammar & Vocabulary	Work Book	15	
6	Any one activity through communication tools- By qualitative assessment (Rubrics).	BTE Answer scripts	25	
	TOTAL		100	