

Aptitude & Effective Communication
PG-DHPCSA September 2023**Duration:** 90 hours**Objective:** To reinforce knowledge of general Aptitude & English**Prerequisites:** Knowledge of Mathematics & English.**Evaluation method:** Theory exam– 80% weightage
Internal Assessment– 20% weightage**List of Books / Other training material****Reference:**

1. Quicker math by M. Tyra (BSC publication co. Pvt. Ltd)
2. Quantitative Aptitude by RS Aggarwal
3. Verbal & Non-Verbal Reasoning: RS Aggarwal
4. Quantitative Aptitude - Quantum CAT: Sarvesh K Verma
5. High School English Grammar & Composition Revised Edition Wren, Martin / S. Chand Publisher
6. How to prepare GRE by Barron's / Galgotia publications pvt. Ltd
7. Oxford Guide to English Grammar 01 Edition John Eastwood / Oxford University Press
Website to refer: www.indiabix.com
8. Business Communication by H S Mukerjee / Oxford University Press
9. Business Communication by R K Madhukar / Vikas Publishing House Pvt. Ltd.
10. Business Communication Essentials A skills-Based Approach to Vital Business English by Courtland Bovee, John Thill / Pearson
11. Effective Business Communication by Asha Kaul / Prentice Hall of India
12. Fundamental of Technical Communications by Meenakshi Raman, Sangeeta Sharma / Oxford University Press
13. English is easy by Chetan Anand Singh/ BSC publication Co. Pvt. Ltd
14. Communication Skills Publication Year 2011 Sanjay Kumar, Pushp Lata / Oxford University Press
15. Professional Communication Skills Praveen S R Bhatia / S. Chand Publishing

Note:

- Each session having 2 Hours
- General Aptitude is of 40 Hours
- Effective Communication is of 50 Hours

Part I – Aptitude**Session 1:**

- ° Analogy
- ° Series Completion (Number, Alphabet, Letter Series)
- ° Coding-Decoding for Number, Alphabet and Letter

Session 2:

- ° Blood Relations

Session 3:

- ° Puzzle Test
 - o Classification Type questions
 - o Compression Type questions
 - o Sequential order questions
 - o Section based on given conditions
 - o Questions involving family members

Session 4:

- ° Alphabet test
- ° Order of words
- ° Letter words problems
 - o Rule detection
 - o Alphabetical quibble
 - o Word formation
- ° Logical sequence of words

Session 5:

- ° Number, Ranking and time Sequence Test
- ° Mathematical operations
- ° Arithmetic reasoning

Session 6:

- ° Logical reasoning
- ° Statement-Arguments
- ° Statement-Assumptions

Session 7:

- ° Statement-courses of Action
- ° Statement-Conclusions
- ° Deriving conclusion from passages

Session 8:

- ° HCF and LCM
- ° Fraction

Session 9:

- ° Number system

Session 10:

- ° Permutation & combination

Session 11:

- ° Ratio & Preparation
- ° Partnership

Session 12:

- ° Average
- ° Percentage

Session 13:

- ° Clock

Session 14:

- ° Probability

Session 15:

- ° Pipes and cisterns
- ° Problem on streams

Session 16:

- ° Time and work
- ° Work and Wages

Session 17:

- ° Problem on Trains
- ° Problem on Speed and Velocity

Session 18:

- ° Problem on Ages

Session 19:

- ° Profit and loss

Session 20:

- ° Simple Interest,
- ° Compound Interest

Part II -Effective Communication**Session 1:**

Fundamentals of Communication

The Art of Communication

- Vocabulary, spelling and grammar
- Fluency, pronunciation, intonation and accent
- Idioms
- Synonyms & Antonyms

Practice Sessions:

Practice words, spelling, intonation and correct pronunciation

Practice idioms, synonyms & antonyms

Session 2:

Personality Development

- Greeting
- Etiquettes
- Body language

- Developing positive attitude
- Confidence building
- Questioning techniques

Practice Sessions:

Practice greeting, etiquettes and questioning

Session 3

English Grammar

- Nouns
- Pronouns
- Adjectives
- Articles
- Verbs
- Adverbs
- Prepositions
- Conjunctions

Practice Sessions:

Practice sentence making

Session 4:

English Grammar

- Active and passive voices
- Direct and indirect speeches

Practice Sessions:

Practice speaking in active & passive voices

Practice direct & indirect speaking

Session 5:

Correct usage of English

Common mistakes in English communication

Practice Sessions:

Practice general English communication

Session 6:

Listening Skills

- Importance of listening
- Techniques for effective listening
- Audio synthesis
 - Listening to audio clips
 - Question-answers based on the listened audio clips

Practice Sessions:

Practice audio synthesis

Session 7:

Reading Skills

- Comprehension
 - Techniques

Practice Sessions:*Comprehension exercises***Session 8:**

Written Communication

- Essay writing
 - Characteristics of a good essay
 - Types of essays
 - Structure of an essay (introduction, main body, conclusion)
- Letter writing
 - Types of letters
 - Parts of a letter
- Official emailing
 - Structure and etiquettes of email writing
 - Tips to write an impressive email

Practice Sessions:*Essay writing**Letter writing**Email writing***Session 9:**

Public Speaking

- Speech design
- Informative speeches
- Speeches for special occasions (Introduction, Welcome, Felicitation, Thanks, etc)
- Extempore & impromptu speeches

Practice Sessions:*Conduct various types of speeches***Session 10:**

Presentation Skills

- How to conduct effective and engaging presentations?
- Organization & structure of presentation
- Design of slides in PPT
- Body language & voice

Practice Sessions:*Conduct presentations using PPT**Feedback of presentations***Session 11:**

Group Discussions

- What is a GD?
- Skills assessed in GD
- Common mistakes
- Common GD topics

Practice Sessions:*Conduct practice GDs with video recording**Playing and analysis of GDs conducted*

Session 12:

Personal Interviews

- Preparation for Interview
 - Qualities interviewers looking for
 - Getting ready for Interviews
 - Company research
 - Overall approach
 - Just before interview

Session 13:

Personal Interviews

- Introducing yourself
 - Importance of introduction
 - Structure of introduction

Practice Sessions:*Practice introduction**Analysis and feedback on introduction***Session 14:**

Personal Interviews

- Facing job interviews
 - Confidence
 - Body language
 - Right mindset
- Tips for facing Interviews
 - What to do (and not do) during interviews?
 - Best practices and common mistakes of answering questions

Practice Sessions:*Practice common technical questions**Practice common HR/behavioral questions**Conduct mock interviews*