

COMMUNICATION SKILLS IN ENGLISH

CERTIFICATE COURSE:

Paper I: COMPREHENSION (READING AND LISTENING SKILLS) — 4 credits

Types of Comprehension Passages: (a) Informative (b) Reflective (c) Narrative (d) Descriptive

Topics in Comprehension: I. Recognition of register (i.e. style appropriate to situation)

(a) Formal, informal, colloquial writing and speech (b) Technical, literary, journalistic writing and speech 2. Understanding the vocabulary used (including specialized vocabulary) 3. Deduction of meaning from (a) Incomplete (b) Truncated and (c) Distorted passages 4. Interpretation of materials such as railway timetables, application forms, questionnaires 5. Inference and evaluation in informative reading or speech

Paper II: WRITING SKILLS — 4 credits

I. Writing in different registers: (a) Factual, informative writing (e.g. reports, minutes, notices, informative essays, explanatory accounts) (b) Persuasive writing, expression of opinion and point of view (c) Informal writing (e.g. a diary) 2. Correspondence in different registers: (a) Official i. Enquiries, orders, complaints and replies ii. Letters of application for jobs 3. Note-taking (from lectures) Note-making (from books) 4. Summary writing (particularly of technical and commercial matter.)

Paper III: SPEAKING SKILLS & PHONETICS - 4 credits

I. Vowels and consonants— consonant clusters— the syllable— weak forms— contractions word stress- intonation- phonetic transcription- and elision- General Indian English-Received pronunciation — American English — other varieties of English—Use of the dictionary: pronunciation key 2. Conversational speech: Accepting or refusing politely, disagreeing politely, extending invitations, making complaints and suggestions, apologizing, offering excuses, persuading people etc.

Paper IV: PROJECT WORK/TRAINING/LABORATORY - 8 credits

I. Book Reviews of 5 books in English. 2. Language Laboratory (Intensive drilling in stress and intonation — exercises in listening comprehension — correction of common errors in pronunciation.

Recommended Reading

Peter Roach. English Phonetics and Phonology. Cambridge. 2000

Adrian Doff. Teach English: A training Course for Teachers. Cambridge. 1998

Gerald Kelly. How To Teach Pronunciation. Longman. 2006

Freeman, Sarah. *Written Communication*. Orient Longman, 1977

Jones, Daniel. *English Pronouncing Dictionary*. OUP

Diploma course in Communication Skills in English

Paper I Communication and Presentation Skills – 4 Credits.

Principles of communication—Types of communication—Methods and media of communication—Barriers to Communication—Strategies to Improve Communication Effectiveness
Verbal and Non Verbal Communication—Public Speaking Skills—Presentation Skills—Role of Audio-Visual Aids in Oral Presentations—Mannerisms—Body Language

Paper II Written Communication—4 credits

Letters for different kinds of situations—enquiries, complaints, promotion letters, collection letters, etc.)

Memoranda, Directives, Instructions, Notices, Reports, Agendas, Memos, Proposals, Minutes, Professional papers, Agreement documents, Press Releases, Preparation of Resumes
Email etiquette

Paper III Group Dynamics and Individual Activity—4 credits

Group Discussion—features of group discussion, the procedure for a group discussion, how to be successful in group discussion, how to prepare for a group discussion.

Job Interviews – preparing for the interview-some dos and don'ts, types of interview, on the interview day.

Video-Conferencing --Art of Negotiation

PAPER IV-PROJECT—8 credits

Make five power point presentations on socially relevant issues

Recommended Reading

Speaking English Effectively. Mohan, Krishna & Singh N. P. Macmillan Publishers, India. 2010

Berger, Arthur. *Improving Writing Skills*. Sage, 1993

McCarthy. *English Vocabulary in Use*. OUP.

Sashikumar & Tickoo. *Writing with a Purpose*. OUP, 1990

Madhukar R. K. *Business Communication*. Vikas

Young, Dona. *Foundations of Business Communication*. Tata-McGraw Hill

ADVANCED DIPLOMA IN COMMUNICATION SKILLS IN ENGLISH

PAPER I - CAREER AND LIFE PLANNING—4 credits

Sources of Career Development

Preparing for interview—Preparing your introduction, Drafting your resume & covering letter

Career Selection—Professional Ethics

Organisational Communication—Conducting Meetings—Presentations in seminars and conferences

Technical Writing—Proposals—Technical Papers

PAPER II SOFT SKILLS TRAINING I—4 credits

Creative Problem Solving-- Motivation and Personality Development—Youth Leadership

training—Cross cultural communication—Telephone Etiquette

PAPER III SOFT SKILLS TRAINING II—4 credits

Interpersonal Skills Training--Stress Management—Time Management—Conflict

Resolution—Team Building and Management—Business Etiquette

Paper IV PROJECT WORK—8 credits

A. Preparation a report on possible career options

B. Prepare and Present a Seminar Paper

C. Prepare questionnaires and conduct surveys on socially relevant topics

Recommended Reading:

Corner Stone: Developing Soft Skills. Sherfield, Robert M., et al . Pearson, Delhi . 2010

Soft Skills Training: A Workbook to Develop Skills for Employment. Frederick Wentz

Madhukar R. K. *Business Communication*. Vikas

Young, Dona. *Foundations of Business Communication*. Tata-McGraw Hill

Hitting your Stride . Nan S . Russell. Macmillan. 2009

Winning At Interviews Edgar Thorpe. Pearson. 2009