

S.G.B.S.P. Sanstha's

Shri Guru Buddhiswami Mahavidyalaya,  
Purna (Jn.) Dist. Parbhani 431 511



## Communication Skills



**Communication is the main purpose**

Certificate Course in Communication skills

Department of English



  
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Purna (Jn.) Dist. Parbhani

## Introduction

Certificate course in Communication skills is one of the best for the students who will always be more interactive in classrooms if they have strong communication skills. This interaction will lead to better clarity in understanding the subjects being taught. This would, in turn, lead to much better grades and eventual success in academics.

## What is Communication Skills ?

Mutual interaction among two or more individuals is termed as 'Communication'. For a student, learning good communication skills—which involve reading, writing, listening, and speaking—will not only help with socialization and classroom performance, but will serve them well in all areas of their life. For a teacher, communication skills are vital.

**The detail of the course is as follows:**

- **Focus:** To prepare the students to communicate orally with confidence in various academic, social, professional and other situations.

**Name of the course:** *Certificate Course in Communication Skills*

- **Level:** Certificate
- **Stream:** Any stream

**Eligibility Criteria:** 10+2

**Duration:** 40 days

**Language:** English

**Intake:** 30 seats

**Fees:** Free of charge

**Selection /Admission Criteria:** First come first serve Attendance: 90%

**Academic calendar for the course:** Two days in a week (01 days theory periods & 01 day practice)

**Available infrastructure:** Well equipped Language digital lab.

**Teaching Staff:** Qualified, Experienced Guest Lecturers & eminent professors will be invited. **Non teaching staff:**

**Examination structure & schedule:**



  
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At the end of course the examination will be conducted. Its notice & time table will be displayed for communication to the students at least before 15 days of the date of examination.

1. Course CS -01 Theory paper (objective/short answer type) = 50marks, Two hours duration.
2. Course CS -02 Oral Test =50 marks, two hours' duration

**Award of Certificate carrying grades:** After successful completion of course colourful certificate indicating grade will be awarded to the candidate.

**Reservation:** NA

**Course Content:** Syllabus/Program:

**SCHEME:** *'Certificate Course in Communication Skills* as one of the Certificate Course at undergraduate level

**Credits to be earned:** 02

**Theory paper:** 01 credits

**Practical course/paper:** 01 credit.

## AIMS

**This syllabus aims to:**

- Equip learners with the communication skills essential for life and academic work
- Help learners develop independent critical reading and thinking skills
- Develop learners' listening skills
- Develop the skills of coherent topic development and sustenance in both oral and written discourse
- Encourage broad exploration and appraisal of cultural, economic, environmental, political and technological issues.

## SYLLABUS OBJECTIVES

**By the end, learners should be able to:**

- Learners should be able to write with clarity, accuracy, relevance and in a logical manner for various purposes



  
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- Learners should be able to communicate orally with confidence in various academic , social, professional and other situations
- Learners should be able to use language accurately and appropriately for different purposes
- Learners should be able to read intensively and extensively
- Learners should be able to respond critically to questions on various texts
- Learners should be able to distinguish between fact and opinion
- Learners should be able to summarise oral and written texts
- Learners should be able to evaluate various texts orally or in written responses
- Learners should be able to participate actively in discussions, debates and other oral activities
- Learners should be able to develop academic and professional writing skills in order to present reasoned and mature arguments.

**Title of the Course:** *Certificate Course in Communication Skills*

### **Salient features**

An integrated course with modules catering to both beginners as well as advanced learners.

A comprehensive course that covers all the major aspects of communication skills training.

- Carefully designed sections on each communication skills that offer detailed information as well as practical exercises.
  - Teaching methodology is learner-oriented, communicative and task-based.
  - Updated with latest inputs from expert and experienced communication skills trainers in the corporate arena.
- Aims at enriching the individual's personality and ensuring personal, social and professional productivity profile but also qualifies one to impart vital communication skills training in different spheres.

The certificate is not only a valuable addition to the career and satisfaction.



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# SYLLABUS

## COMMUNICATION SKILLS

### CS-1: ASPECTS OF COMMUNICATION

#### Unit-1: Communication: An Introduction Definition, Nature and Scope of Communication

- Importance and Purpose of Communication
- Process of Communication
- Types of Communication

#### Unit-2: Non-Verbal Communication

- Personal Appearance,
  - Gestures,
  - Postures,
  - Facial Expression,
  - Eye Contacts,
  - Body Language(Kinesics)
  - Time language
  - Silence
  - Tips for Improving Non-Verbal Communication

#### Unit-3: Effective Communication

- Essentials of Effective Communication
- Communication Techniques
- Barriers to Communication

#### Unit-4: Communication in English

- Age of Globalization and the Need for Communicating in English
- English as the First or Second language



  
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- Uses of English in academic and non-academic situations in India

## **CS-2: VERBAL COMMUNICATION (ORAL-AURAL)**

### **Unit-5: Listening Skills-I**

- Purpose of Listening
- Listening to Conversation (Formal and Informal)
- Active Listening- an Effective Listening Skill
- Benefits of Effective Listening
- Barriers to Listening
- Listening to Announcements- (railway/ bus stations/ airport /sports announcement/ commentaries etc.)
- Unit-8: Listening Skills-II Academic Listening (Listening to Lectures)
- Listening to Talks and Presentations
- Note Taking Tips

### **Unit-6: Oral Communication Skills (Speaking Skills)-I**

- Importance of Spoken English
- Status of Spoken English in India
- International Phonetic Alphabet(IPA) Symbols
- Spelling and Pronunciation
- Unit-10: Oral Communication Skills-II( Communication in Context-I) Asking for and giving information
- Offering and responding to offers
- Requesting and responding to requests
- Congratulating people on their success
- Expressing condolences
- Asking questions and responding politely



  
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- Apologizing and forgiving

### **3 Unit-7: Oral Communication Skills-III (Communication in Context-II)**

- Giving instructions
- Seeking and giving permission
- Expressing opinions(likes and dislikes)
- Agreeing and disagreeing
- Demanding explanations
- Asking for and giving advice and suggestions
- Expressing sympathy

### **Unit-8: Reading Skills**

- Purpose, Process, Methodologies
- Skimming and Scanning
- Levels of Reading
- Reading Comprehension
- Academic Reading Tips

### **CS-3: VERBAL COMMUNICATION (WRITTEN)**

#### **Unit-9: Effective Writing Skills-I**

- Elements of Effective Writing (What is Writing?)
- The Sentence, Phrases and Clauses
- Types of Sentences

#### **Unit-10: Effective Writing Skills-II**

- Main Forms of Written Communication
- Paragraph Writing (Linkage and Cohesion)



  
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- Letter Writing(formal and informal)
- Essay writing
- Notices

### **Unit-11: Effective Writing Skills-III**

- Summarising
- Précis Writing
- Note-making

### **CS-4: COMMUNICATION AS A SKILL FOR CAREER BUILDING**

#### **Unit-12: Preparing for a Career**

- Identifying job openings
- Applying for a job
- Preparing Cover letters
- Preparing a CV/Resume and Effective Profiling

#### **Unit-13: Presentation Skills**

- Preparing a PowerPoint Presentation
- Greeting and introducing
- Presenting a Paper
- Group Discussions
- Preparing for and Facing a Job Interview

#### **Unit-14: Business Communication**

- Preparing Agenda and Minutes for Meetings
- Writing Notices and Memos
- Drafting an E-mail, Press Release



  
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- Correspondence with Govt./Authorities, Office Orders, Enquiries and Replies)

### **5 Unit-15: Telephone Skills**

- Basics of Telephone communication
- How to handle calls- telephone manners
- Leaving a message
- Greeting and Leave Taking over phone(etiquette)

### **Unit-16: Time & Stress Management**

- Identifying Time Wasters
- Time Management Tips
- Identifying Factors Responsible for Stress • Stress Management Tips
- Test Preparation Tips

### **Unit-17: Soft Skills for Leadership and Team Management**

- Qualities of a Good Leader
- Leadership Styles
- Decision Making
- Intrapersonal skills
- Interpersonal skills
- Problem solving
- Critical thinking
- Negotiation skills



  
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*Thanks.....*



SHRI GURU BUDDHISWAMI SHIKSHAN PRASARAK SANSTHA'S  
**SHRI GURU BUDDHISWAMI MAHAVIDYALAYA, PURNA (Jn.)**

Pin-431 511, Dist. Parbhani (M.S.) India.

(Permanently affiliated to Swami Ramanand Teeth Marathwada University, Nanded)

Re-accredited by NAAC at 'B' Grade with '2.42' CGPA; ISO 9001:2015 Certified Institute

Phone: (02452) 254213,255205

Email- iqacsgbmp@gmail.com

www.sgbmpurna.in

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To,

- i) **Dr. Durgesh Ravande,** (External Expert)  
Associate Professor, Dept. of English,  
KKM Mahavidyalaya, Manwat.
- ii) **Dr. Prakash Bhang** (Internal Expert)  
Assistant Professor, Dept. of English,  
S.G.B. Mahavidyalaya, Purna (Jn.)

Dear Sir/s,

It gives us immense pleasure to inform you that the College Management has decided to introduce a **Certificate Course in Communication Skills** for UG students across the streams. You are hereby informed to draft the syllabus within a week and submit the same to the IQAC.



  
**Dr. K. Rajkumar**  
Principal

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