Syllabus and Course Outcomes (COs)

Course 1

Communication Skills
Course Code: CLS1T

Max. Marks: 100
External: 70
Internal: 30
Pass: 40%
Credits: 5

Objective: This course has been developed with the following objectives:

1. Identify common communication problems that may be holding learners back
2. Identify what their non-verbal messages are communicating to others
3. Understand role of communication in teaching-learning process
4. Learning to communicate through the digital media
5. Understand the importance of empathetic listening
6. Explore communication beyond language.

Course Outcomes:

By the end of this program participants should have a clear understanding of what good communication skills are and what they can do to improve their abilities.

Instructions for the paper setter/ examiner:

- The syllabus prescribed should be strictly adhered to.
- The Question Paper will have 70 Multiple Choice questions (MCQs) and four choices of answers will be there covering the entire syllabus. Each question will carry 1 mark. All questions will be compulsory; hence candidates will attempt all the questions.
- Paper-setters/Examiners are requested to distribute the questions from section A and Section B of the syllabus equally i.e., 35 questions from section A and 35 questions from Section B.
- The examiner shall give clear instructions to the candidates to attempt questions.
- The duration of each paper will be two hours.

Instructions for the students:

The question paper shall consist of 70 Multiple Choice questions. All questions will be compulsory and each question will carry 1 mark. There will be no negative marking. Students are required to answer using OMR (Optimal Mark Recognition) sheets.

Syllabus of the course:

Section - A

Unit 1: **Listening:** Techniques of effective listening, Listening and comprehension Probing questions, Barriers to listening.

Unit 2: **Speaking:** Pronunciation, Enunciation, Vocabulary, Fluency, Common Errors.

Unit 3: **Reading:** Techniques of effective reading, Gathering ideas and information from a given text (Identify the main claim of the text, Identify the purpose of the text, Identify the context of the text, Identify the concepts mentioned), Evaluating these ideas and information (Identify the arguments employed in the text, Identify the theories employed or assumed in the text), Interpret the text (To understand what a text says, To understand what a text does, To understand what a text means)

Unit 4: **Writing and different modes of writing:** Clearly state the claims, Avoid ambiguity, vagueness, unwanted generalisations and oversimplification of issues, Provide background information, Effectively argue the claim, Provide evidence for the claims, Use examples to explain concepts, Follow convention, Be properly sequenced, Use proper signposting techniques, Be well structured (Well-knit logical sequence, Narrative sequence, Category groupings. Different modes of Writing: E-mails, Proposal writing for Higher Studies, Recording the proceedings of meetings, Any other mode of writing relevant for learners

Section B

Unit 5: **Digital Literacy:** Role of Digital literacy in professional life, Trends and opportunities in using digital technology in workplace, Internet Basics, Introduction to MS Office tools (Paint, Office, Excel, Powerpoint)

Unit 6: **Effective use of Social Media:** Introduction to social media websites, Advantages of social media, Ethics and etiquettes of social media, How to use Google search better, Effective ways of using Social Media, Introduction to Digital Marketing

Unit 7: **Non-verbal communication:** Meaning of non-verbal communication, Introduction to modes of non-verbal communication, Breaking the misbeliefs, Open and Closed Body language, Eye Contact and Facial Expression, Hand Gestures, Do's and Don'ts, Learning from experts, Activities-Based Learning

Suggested Readings:

- Sen Madhucchanda (2010), *An Introduction to Critical Thinking*, Pearson, Delhi
- Silvia P. J. (2007), *How to Read a Lot*, American Psychological Association, Washington DC