

**COMMUNICATION SKILLS TRAINING COURSES STRUCTURE
SEMESTER – I**

COMMUNICATION TRAINING –I

Course Objectives:

1. To make the students confident of speaking in English impeccably and with utmost enthusiasm.
2. To familiarize the students with different styles of communication.
3. To enlighten the students with the seven concepts of communication.
4. To make the students understand the nuances of communication.
5. To train the students and make them comprehend various aspects of Interview skills.

Course Outcomes:

At the end of the course, the students would be able to:

1. Develop knowledge, skills, and judgment around human communication that facilitate their ability to work collaboratively with others.
2. Understand and practice different techniques of communication.
3. Practice and adhere to the 7Cs of Communication.
4. Familiarize with different types of Communication.
5. Understand and practice Interview Etiquettes.

SYLLABUS

UNIT – I Communication Skill

Assessment to check the competency of the new comers-Feedback to be provided for the betterment of the candidate (6 hrs)

UNIT – II Recognizing and Understanding Communication Techniques

What is Communication? – Passive Communication – Aggressive Communication – Passive-Aggressive Communication – Assertive Communication (6 hrs)

UNIT – III Concept of Communication

7C Concept of Communication (6 hrs)

UNIT – IV Different types of Communication

Verbal Communication – Nonverbal Communication – Written Communication – Visual Communication (6 hrs)

UNIT – V Rules of Interview Etiquette

Tips for improving your Interview Skills – Mock Interview (6 hrs)

Reference books :Effective Communication and Soft Skills by Nitin Bhatnagar / Mamta

**COMMUNICATION SKILLS TRAINING COURSES STRUCTURE
SEMESTER – II**

COMMUNICATION TRAINING –II

Course Objectives:

1. To create awareness among students with respect to various ramifications of communication.
2. To familiarize the students with ice breakers of communication.
3. To make the students aware of various kinds of barriers of communication.
4. To kindle the minds of students and encourage them to become extroverts with improved confidence.
5. To encourage the students to develop and inculcate optimism and to gain self-confidence.

Course Outcomes:

At the end of the course, the students would be able to:

1. Practice different types of Communication.
2. Involve in conversations without fear, shy and apprehension.
3. Successfully confront the different barriers of communication.
4. Socialize with ease and comfort.
5. Become more self-confident and develop strong determination.

UNIT - I Types of Communication

Types of Communication - Verbal Communication - Importance of verbal communication - Advantages of verbal communication - Significance of Non-verbal Communication (6 hrs)

UNIT – II Conversation Starters

Repetition rehearsals provided-JAM (6 hrs)

UNIT – III Barriers of Communication

How to overcome the barriers of Communication (6 hrs)

UNIT – IV How to become an Extrovert

How to enhance Confidence. (6 hrs)

UNIT – V Ways to build your Self-Confidence

Different ways to build self-confidence (6 hrs)

Reference books:

Communication Skills by Sanjay Kumar

SEMESTER – III

**COMMUNICATION SKILLS TRAINING COURSES STRUCTURE
COMMUNICATION TRAINING –III**

Course Objectives:

1. To enhance practical learning to speak by way of communication starters.
2. To train the students to handle setbacks with ease through improved confidence levels.
3. To give the students a greater voice in decisions about study-related matters.
4. To train the students to differentiate themselves in the job-market.
5. To encourage the students to cultivate the capacity to accept challenges and manage the impact of adversity.

Course Outcomes:

At the end of the course, the students would be able to:

1. Deal with practical situations and communicate accordingly.
2. Deliver and address any gathering with unflinching confidence.
3. Gain the authority and agency to make decisions on their own and implement their changes.
4. Prove their presence and identity for employability as well as entrepreneurship.
5. Develop the strength required to process and overcome hardships.

SYLLABUS

UNIT – I Communication Starters

Role Plays provided (6 hrs)

UNIT – II Gain Confidence when speaking

What is Confidence? - How to enhance confidence? - Steps to augment confidence when speaking
(6 hrs)

UNIT – III Feel empowered to present

What is Empowerment? - Seven important tips to feel empowered to present yourself with confidence
(6 hrs)

UNIT – IV Personal Branding

Promote yourself - What are Brands? - What is Personal Branding? - Eight helpful steps to achieve success through Personal Branding
(6 hrs)

UNIT – V

CHAPTER-5 Build Resilience 5(hrs)

Ways to build Resilience

Reference books: Communication Miracles by Jonathan Robinson

**COMMUNICATION SKILLS TRAINING COURSES STRUCTURE
SEMESTER – IV**

COMMUNICATION TRAINING –IV

Course Objectives:

1. To guide the students to build stronger relationships and succeed in both professional as well as personal life.
2. To train the students with various soft skills to help them become successful professionals.
3. To make the students acquire the skills and knowledge to enable them communicate more confidently and effectively using assertive behavior techniques.
4. To help the students develop individual responsibility for the work performed and answering to both peers and superiors.
5. To guide the students build and fortify social connections and encourage them to regulate their emotions.

Course Outcomes:

At the end of the course, the students would be able to:

1. Manage their emotions in a more effective manner, maximizing their productivity.
2. Create a positive and functional work environment.
3. Feel free to express their feelings, thoughts, and desires emphatically.
4. Control their actions in their personal and business life.
5. Develop consideration and compassion towards fellow beings.

UNIT – I Importance of Emotional Intelligence

Overview of Emotional Intelligence - Elements of Emotional Intelligence - Process of Emotional Intelligence
(6 hrs)

UNIT – II Soft Skills at Workplace

Important Soft Skills for Workplace Success - Top Soft Skills Employers Want - How to Let Employers Know the Skills You Have
(6 hrs)

UNIT - III Assertiveness

What Is Assertiveness? - The Benefits of Being Assertive - How to Become More Assertive - Use Assertive Communication Technique
(6 hrs)

UNIT - IV Accountability

What is accountability in the workplace? - Without accountability at work, what happens? - How do you promote accountability in the workplace? - Use the 5Cs framework to build accountability.
(6 hrs)

UNIT – V Empathy

How Is Empathy Developed? - Five Stages and five Factors - Why Work on Your Empathy Skills? - Eight Strategies to Develop Empathy
(6 hrs)

Reference books :

Personality Development and Soft Skills by Barun Mitra

**COMMUNICATION SKILLS TRAINING COURSES STRUCTURE
SEMESTER –VI**

COMMUNICATION TRAINING –VI

Course Objectives:

1. To help the students understand how to overcome stress and strains at various circumstances.
2. To strengthen the students to demonstrate the capacity to face challenges and handle the impact of adversity.
3. To train the students to examine and experience the impact of positive attitude on personal and professional environments.
4. To familiarize the students with the significance of positivity and optimism at workplace.
5. To help the students cope up and manage while confronting with adverse situations.

Course Outcomes:

At the end of the course, the students would be able to:

1. Develop proactive responses and withstand stressful situations.
2. Improve (i) self-esteem, (ii) sense of control over life events, (iii) sense of purpose in life and (iv) inter personal relationships.
3. Exhibit better physical, mental and social abilities and capabilities.
4. Demonstrate good leadership and increase productivity, thereby creating a positive environment.
5. Generate positive outcomes in their communication and establish clear lines of thought which allows an unequivocal dialogue with others.

SYLLABUS

UNIT – I Stress Management

Defining Stress - Causes of Stress - Managing Stress (6 hrs)

UNIT – II Ways to build Resilience

Bounce back technique - Resilience and mental health - Tendifferent ways to Build Your Resilience (6 hrs)

UNIT – III Build a positive Attitude

How to train yourself to have an optimistic mindset? - Ways You Can follow to Build a positive attitude (5 hrs)

UNIT – IV Attitude at Work

Attitudes that are important in workplaces - How to project a positive attitude? - How to develop a positive attitude in the workplace? - Benefits of positive thinking in the workplace (6 hrs)

UNIT – V Confrontation Skills

Reasons people have a fear of confrontation - Overcome Your Fear of Confrontation and Conflict

(6 hrs)

Reference books: 50 Mantra's of Personality Development by Aarti Gurav.