

**Subject: COMMUNICATION SKILLS SYLLABUS**  
WITH EFFECT FROM 2007-08

AS PART II, PAPER III ENGLISH TO THE UG STUDENTS  
STUDYING PART II ENGLISH FOR TWO YEARS.

AS CORE PAPER IN THIRD SEMESTER TO THE UG STUDENTS  
STUDYING PART II ENGLISH FOR ONE YEAR

**Objectives of the course**

- To sensitize students to their communicative behavior
- To enable them to reflect and improve on their communicative behavior/performance
- To build capacities for self criticism and facilitate growth
- To lead students to effective performances in communication

**Introduction to the course (warm up activities)**

**Unit 1 Listening Skills**

- Types of Listening ( theory /definition )
- Tips for Effective Listening
- Academic Listening- ( lecturing )
- Listening to Talks and Presentations
- Listening to Announcements- (railway/ bus stations/ airport / stadium announcement etc.)
- Listening to Radio and Television

**Unit 2 Telephone Skills**

- Basics of Telephone communication
- How to handle calls- telephone manners
- Leaving a message
- Making requests
- Greeting and Leave Taking over phone(etiquette)
- Asking for and giving information
- Giving Instructions
- Listening for Tone/Mood and Attitude at the other end
- Handling the situations especially trouble shooting
- Teleconference handling
- Handling Tele interviews for Call Centres

### **Unit 3 Writing Skills**

- Standard Business letter
- Report writing
- Email drafting and Etiquettes
- Preparing Agenda and writing minutes for meetings
- Making notes on Business conversations
- Effective use of SMS
- Case writing and Documentation

### **Unit 4 Career Skills**

- Applying for job
- Cover letters
- Resume and Effective Profiling
- Interviews
- Group discussions

### **Unit 5 Soft Skills**

- Empathy(Understanding of someone else point's of view)
- Intrapersonal skills
- Interpersonal skills
- Problem solving
- Reflective thinking
- Critical thinking
- Negotiation skills

## **Question Paper Pattern (2007-2008)**

### **Section A**

Objective type questions. Students will pick out the correct answer from the four options given. (10x2=20 marks)

### **Section B**

#### **Short notes in 50 words**

Students will answer 10 questions out of fifteen. (open choice)  
(10x5=50 marks)

### **Section C**

#### **Answer in 75 words**

Students will answer five questions (Either or Choice)  
(5x6=30 marks)