

**SYLLABUS FOR ONE YEAR CERTIFICATE COURSE IN  
EFFECTIVE COMMUNICATION SKILLS, Session 2013-14**

**SCHEME OF STUDY**

	<b>Name of the Paper</b>	<b>Periods/Week</b>
1.	Oral Communication	4 Periods
2.	Written Communication	4 Periods
3.	Practical	6 Periods

**SCHEME OF EXAMINATION**

	<b>Name of the Paper</b>	<b>No. of Paper</b>	<b>Marks</b>	<b>Time</b>
1.	Oral Communication	I	56+14*	3 Hrs
2.	Written Communication	II	56+14*	3 Hrs
3.	Practical Assignments	III	60	

\* 56 marks for External Examination and 14 marks for Internal Assessment.

## **Oral Communication (Paper-I: Theory)**

**Time: 3 Hours**

**Max. Marks: 56**

**Internal Assessment : 14**

- Note: -**
1. Nine questions will be set in all by the examiner and the candidates are required to attempt five questions in all including one compulsory question.
  2. Question No. 9 is compulsory consisting of short answer type questions and spread over the entire syllabus. Phonetic Transcription (10 Marks), other short answer type questions (10 Marks)
  3. The remaining eight questions are to be set from 4 units, at least two questions from each unit. The candidate is required to attempt four questions, selecting at least one question (9 marks each) from each unit.

**UNIT-I:** Communication: Meaning, Nature, Importance and Purpose of Communication, Types of Communication, Process of Communication, Communication Network in an Organisation, Strategy for Effective Communication, Verbal and Non-Verbal Communication, Barriers to Communication, Cross Cultural Communication Language as a tool of Communication, Characteristics of Language.

**UNIT-II:** The Process of Listening, Barriers to Listening, Types of Listening, Benefits of Effective Listening, Note Talking and Note Making.

**UNIT-III:** Spoken English in India, The Organs of Speech, Description and Articulation of English Speech Sounds, Syllables and Stress, Weak Forms, Intonation, Connected Speech, Spelling and Pronunciation, International Phonetic Alphabet Transcription of Received Pronunciation of Words as per the Oxford Advanced Learners Dictionary of A.S. Hornby.

**UNIT-IV:** Presentation Skills; Interview Skills- Preparing for an Interview, Interview Techniques and Etiquettes Public Speaking, Preparing the Speech, Organising the Speech, Delivering the Speech.

### **Classroom Practice:**

- Greeting and introducing.
- Practising Short Dialogues.
- Group Discussions, Seminars/Paper-Presentations.
- Listening News/Conversations/Telephonic Conversation.

### **Suggested Readings:**

1. Sethi, J & et al. A Practice Course in English Pronunciation, Prentice Hall of India, New Delhi.
2. Sen, Leena. Communication Skills, Prentice Hall of India, New Delhi.

3. Prasad, P. Communication Skills, S.K. Kataria & Sons.
4. Bansal, R.K. and J.B. Harrison. Spoken English, Orient Language.
5. Roach Peter. English Phonetics and Phonology.
6. A.S. Hornby's. Oxford Advanced Learners Dictionary of Current English, 8th Edition.

### **Written Communication (Paper-II: Theory)**

**Time: 3 Hours**

**Max. Marks: 56**

**Internal Assessment : 14**

**Note:-** 1. Nine questions will be set in all by the examiner and the candidates are required to attempt five questions in all including one compulsory question.

2. Question No. 9 is compulsory consisting of short answer type questions and spread over the entire syllabus (20 marks).

3. The remaining eight questions are to be set from 4 units, at least two questions from each unit. The candidate is required to attempt four questions, selecting at least one question (9 marks each) from each unit.

**UNIT-I:** Reading Skills: Purpose, Process, Methodologies Strategy, Reading Comprehension.

**UNIT-II:** Effective Writing Skills: Elements of Effective Writing, Main Forms of Written Communication: Agenda, Minutes, Notices, Writing of CV, Memo, Drafting an E-mail, Press Release. Correspondence: Personal, Official and Business, Report Writing, Dialogue writing, Essay writing.

**UNIT-III:** Idioms and Phrases, Words Often Confused, One Word Substitutes, Word Formation: Prefixes, Bases and Suffixes (Derivational & Inflectional). Word Choice: Appropriate Words.

**UNIT-IV:** Remedial Grammar and Usage, Important Aspects of English Grammar and Usage, Phrases and Clauses. Errors Pertaining to Articles, Nouns, Pronouns, Adjectives, Adverbs. Punctuation Translation (Hindi to English).

#### **Classroom Practical:**

- Based on entire syllabus.

#### **Suggested Readings:**

1. Prasad, P. The Functional Aspects of Communication Skills, Delhi.

2. Sen, Leena. Communication Skills, Prentice Hall of India, New Delhi.
3. McCarthy, Michael. English Vocabulary in Use, Cambridge University Press.
4. Rajinder Pal and Prem Lata. English Grammar and Composition, Sultan Chand Publication.
5. Lesiker et. al. Business Communication. McGraw Hill, New Delhi.

### **Practical Assignments (Paper-III)**

**Max. Marks: 60**

**Note:** - The students will be required to submit practical assignments before examination.

- Writing CV
- Memo Writing
- Letter Writing (Employment related correspondence, Correspondence with Govt./Authorities, Office Orders, Enquiries and Replies)
- Business Letters
- Preparing Agenda for Meetings
- Essay Writing
- Report Writing
- Press Release