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

SCHEME OF STUDY

<table>
<thead>
<tr>
<th>Name of the Paper</th>
<th>Periods/Week</th>
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</thead>
<tbody>
<tr>
<td>1. Oral Communication</td>
<td>4 Periods</td>
</tr>
<tr>
<td>2. Written Communication</td>
<td>4 Periods</td>
</tr>
<tr>
<td>3. Practical</td>
<td>6 Periods</td>
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</tbody>
</table>

SCHEME OF EXAMINATION

<table>
<thead>
<tr>
<th>Name of the Paper</th>
<th>No. of Paper</th>
<th>Marks</th>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>1. Oral Communication</td>
<td>I</td>
<td>56+14*</td>
<td>3 Hrs</td>
</tr>
<tr>
<td>2. Written Communication</td>
<td>II</td>
<td>56+14*</td>
<td>3 Hrs</td>
</tr>
<tr>
<td>3. Practical Assignments</td>
<td>III</td>
<td>60</td>
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* 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-II: The Process of Listening, Barriers to Listening, Types of Listening, Benefits of Effective Listening, Note Talking ad Note Making.


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:

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-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.


Classroom Practical:

• Based on entire syllabus.

Suggested Readings:

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