

DETAILED SYLLABUS OF COMMUNICATION SKILLS:

	Topics
1	Introduction to Communication: Understanding communication, Communication Cycle, Barriers of communication, importance of communication at work place.
2	Employment Communication part 1: What is group discussion, do and don'ts of Group discussion, Types of Group discussion. Difference between debate and discussion. Significance of feedback.
3	Barriers to communication: Physical barrier, language barrier, cultural barrier, organizational barrier, how to overcome the communication barriers.
4	Role of Body Language and nonverbal communication: Kinesics; Proxemics, The role of different parts of the body language, advantage of body language, Paralanguage, audio and visual signs
5	Presentation Skills: Myths and realities of public speaking, Impact of presentation skills in professional circumstances ; Why are Presentation Skills important, Effective use of A/V aids and Modes of Delivery
6	Listening Skills at work place: Listening techniques are work place. Process of listening, steps for effective listening, benefits of effective listening, Active listening, Passive Listening

7	Technology and media: Connecting and campaigning through media. Commonly used social media in business communication. Effective use of e-mail messages.
8	Speaking Skills : How to Better speaking importance of speaking, strategies of becoming better speaker- plan appropriately, practice wisely, pay attention to body language, cope up with nerves, watch your recording.
9	Employment Communication Part 2: Basics of Writing, Advertisements, cover letter, parts of letter, complete a job application form, other employment letters, complaint letter
10	Managing data and using graphics : Using Graphics Effectively, types of graphic aids, reading different charts ,preparing effective tables.
11	Reading Skills for effective business communication: purpose of reading, Why is reading important, Skimming

	and Scanning, Intensive and Extensive Reading, Poor habits of reading and The SQ3R Method.
12	Resume writing: What does an interviewer accept, formats: chronological, functional, style and appearance, resume objective tips.
13	Grammar and Vocabulary: Business English – things around office, business English basics, business English vocabulary, other business English vocabulary, Homonyms, Homophones, Acronyms (general abbreviations).