

SYLLABUS

C. Voc. (Soft Skill & E- Office Management) / D. Voc. (Soft Skill & E- Office Management)
SEMESTER- I

Course Name- Communication Skills- English

Course Code- CVEOM / DVEOM – 101

Total Credit- 4

Maximum Marks- 100

BLOCK -1

Unit 1

Introduction to Communication [Need for Effective Communication, The Process of Communication, Levels of communication, Flow of communication, Barriers to Communication]

Unit 2

Non-verbal Communication- Introduction and Importance [Issues and Types, Basics and Universals, Interpreting Non-Verbal Cues, Body Language- for Interviews, for Group Discussions]

Unit 3

Listening Skills [Listening as an active skill, Types of Listeners, Listening for general content, Intensive Listening, Developing effective listening skills, Barriers to effective listening skills.]

BLOCK -2

Unit 4

Reading Skills [Reading skills- Previewing techniques, Skimming, Scanning, Identifying the topic sentence, Inferring lexical and contextual meaning, sequencing of sentences, improving comprehension skills]

Unit 5

Writing Skills [Sentence formation, Use of appropriate diction, Paragraph and Essay Writing, tips and guidelines for writing, Technical Writing- Differences between technical and literary style, Elements of style, Common Errors]

Unit 6

Writing Proposals [Introduction, various business proposals, Importance of writing good proposals, Sample project Proposals]

BLOCK -3

Unit 7

Report Writing [Basics of Report Writing, Structure of a report, and Types of reports]

Unit 8

Letter Writing [Formal, informal and demi-official letters, business letters, Sample Letters. Job Application- Cover letter, Differences between bio-data, CV and Resume, Sample CV Bio-data and Resume]

Unit 9

Telephone and E-Mail Communication [Basic Telephone Skills, Advanced Telephone Skills, Essential Telephone Skills and tips, Basic e-mail Skills, Advanced e-mail Skills, Essential e-mail Skills and tips, Etiquette for mobile and e-mailing]

BLOCK -4

Unit 10

Administrative vocabulary

Unit 11

Interview Skills [Types of Interviews, Ensuring success in job interviews, and appropriate use of nonverbal communication]

Unit 12

Basics of Right to Information- I [Definition, Movement of RTI, Public Authority, role of Public information officer]