



MOHANLAL SUKHADIA UNIVERSITY, UDAIPUR

SP-01: English Communication and Presentation Skills

Detailed Course Outline

English Communication Training: 40 hrs

Use of Video, Online Resources for English Language: 20 hrs

Assignments/Self study/E-content: 40 hrs

Skills Tests: 20 hrs

Topics	Expected Skills
Introduction to Communication	Communicate effectively, influence people, make communication worth – have healthy and successful personal and professional relationship, convince audience, types of communication, modes of communication,
Language of Communication: verbal	Selection of appropriate words as situation demands, adding pauses and eliminating non-words, avoiding jargons, build credibility and believability, personal, social and business barriers, strategies to overcome the barriers, intra-personal, interpersonal and group communication.
Language of Communication: Non-verbal	Components and functions of non verbal communication, voluntary and non voluntary dimensions of non verbal communication, the do's and do not's of non verbal communication to build a professional image, functions of non verbal communication, types and forms of non verbal communication, interpreting non

	<p>verbal cues, controlling body language, positive body language, improving eye communication, posture and movement, gestures and facial expressions, clothing and appearance, avoiding monotone speech delivery</p>
<p>Listening Skills</p>	<p>Active, purposeful and productive listening, interpretation of the information, recognition of indicators of discourse, develop questioning skills, summarizing skills, Identifying oneself as the type of learner, Active listening techniques, evaluative listening, asking open questions, overcoming barriers to listening, ability to comprehend the gist as well as the details of a talk, lecture discussion, news item, announcement etc.</p>
<p>Speaking skills</p>	<p>Greeting, Introducing people, about favorite things, making offers, expressing shock and disbelief, making appointments, talking about preferences, inviting, advising, suggestions, expressing thanks, and gratitude, responding to thanks, opinion, complaints, talking about hope, expressing regret, agreement, disagreement, apologizing, request, talking about fear, making predictions, expressing certainty and uncertainty,, lack of understanding and asking of clarifications, asking about and giving directions, shopping, phone conversations, giving and responding to bad and good news, interrupting peoples, expressing feelings,.</p>

	Self introduction, narration of an incident, storytelling, sharing of a dream/idea/thought...,
Interview skills	Presenting ideas professionally, preparing for interview, filling up communication gap, focusing on strengths and weaknesses, being realistic, handling question pressure, describing scientifically and objectively, using appropriate verbal and non verbal communication, exploring your personality and relating to the company's goal, interview etiquettes, knowing your competency, expecting the unexpected, conflict resolutions skills, creating first impression, creating believability, mannerisms and polite etiquettes, using appropriate accessories, do's and don'ts for men and women, clothing and appearance, basic interview questions, avoiding impatience and uncivilized interview skills, volunteering relevant information, positive self reference, successful interview techniques, negotiating techniques, closing the interview, after the interview, analyzing the interview, afterthoughts,
Oral presentations	Mechanics of oral presentation, overcoming fear, avoiding self underestimation and self overestimation, making effective presentations, delivery tools, do's and don'ts of body language, do's and don'ts of voice quality, organizing strategies, presentation practicalities, communicate effectively

Group Discussion	Structure of group discussion, evaluation criteria of group discussion, group management skills, argumentative skills, analyzing certain viewpoints, cooperation skills, basic components of a group discussion, common pitfalls, topics of group discussion,
Writing skills	Report writing format, different sections of a report and guidelines of effective report writing; significance of documenting; writing formal and business letters; note-making as an advanced writing skill.