



**Training and Placement Cell**  
**Certificate Course on Corporate Skills and Practical Communication**  
**Course Module**

Sr. No	Topic	Description	Duration
1.	<b>Introduction</b>	What, Why, Where, When and How Communication Importance of Communication and Types of Communication	<b>1 Hr.</b>
2.	<b>Verbal communication (aural)</b>	Listening Skills - I Purpose of Listening, Listening to Conversation (Formal and Informal) , Active Listening- an Effective Listening Skill, Benefits of Effective Listening, Barriers to Listening , Listening to Announcements- (railway/ bus stations/ airport /sports announcement/commentaries etc.)  Listening Skills-II Listening to Talks, Presentations and discussion, Note Taking Tips	<b>4 Hrs.</b>
3.	<b>Verbal communication (oral)</b>	Oral Communication Skills (Speaking Skills)-I International Phonetic Alphabet(IPA) Symbols, Spelling and Pronunciation  Oral Communication Skills-II( Communication in Context-I)  Asking for and giving information, Offering and responding to offers ,Requesting and responding to requests ,Congratulating people on their success, Expressing condolences, Asking questions and responding politely, Apologizing and forgiving Oral Communication Skills-III (Communication in Context-II) Giving instructions, Seeking and giving permission, Expressing opinions(likes and dislikes), Agreeing and disagreeing, Demanding explanations, Asking for and giving advice and suggestions, Expressing sympathy	<b>5 Hrs.</b>
4.	<b>Non-Verbal Communication</b>	Personal Appearance, Gestures, Postures, Facial Expression, Eye Contacts, Body Language(Kinesics), Time language, Silence, Tips for Improving Non-Verbal Communication	<b>2 Hrs.</b>
5.	<b>Intermediate verbal communication (written)</b>	Understanding the writing skill for organization Elements of Effective Writing (What is Writing?, Types of Sentences  Effective Writing Skills-II Paragraph Writing (Linkage and Cohesion), Letter Writing(formal and informal), Notices, Email Writing  Effective Writing Skills-III Summarizing, Précis Writing, Note-making	<b>3 Hrs.</b>

6.	<b>Advanced verbal communication (written)</b>	<p>Effective Writing Skills Words Often Confused-Pairs of words, One Word Substitutes, Synonyms and Antonyms, Word Formation: Prefixes, Bases and Suffixes (Derivational &amp; Inflectional).</p> <p>Remedial English Grammar and Usage-I Articles, Tenses, Modals Remedial English Grammar and Usage-II Prepositions and words followed by prepositions, Concord (Agreement of the Verb with the Subject), Error Analysis( Correction of Errors in a given sentence - errors in the use of words -, Errors in punctuation</p>	<b>2.5 Hrs.</b>
7.	<b>Presentation Skills</b>	Preparing a PowerPoint Presentation, Greeting and introducing, Presenting a Paper, Group Discussions, Preparing for and Facing a Job Interview	<b>1.5 Hrs.</b>
8.	<b>Telephone Skills</b>	Basics of Telephone communication, How to handle calls- telephone manners, Leaving a message, Greeting and Leave Taking over phone(etiquette)	<b>1 Hr.</b>
9.	<b>Virtual Meeting</b>	Preparing for the meeting, Right Ambiance, Body language and Gesture, Eye Contact, Greeting and Introducing, Facing Meeting	<b>1 Hr.</b>
10.	<b>Interpersonal and Cross-Cultural Communication</b>	<p>Building Rapport and Active Listening Establishing Trust and Connection in Conversations, Techniques for Active Listening and Responding Conflict Resolution and Difficult Conversations Strategies for Handling Disagreements and Tense Situations, Turning Conflict into Opportunity for Growth Networking and Relationship Building Importance of Professional Networking, Networking Events, Online Platforms, and Strategies Cross-Cultural Communication Skills Recognizing Cultural Differences in Communication Styles, Adapting to Ensure Clear Understanding Delivery Techniques and Overcoming Nervousness Body Language, Voice Modulation, and Eye Contact, Strategies for Confident Presentation Delivery</p>	<b>4 Hrs.</b>
11.	<b>Communication as a skill for career building</b>	Identifying job openings, Applying for a job, Preparing Cover letters, Preparing a CV/Resume and Effective Profiling, Preparing for and Facing a Job Interview	<b>2.5 Hrs.</b>
12.	<b>Test and Evaluation</b>		<b>2.5 Hrs.</b>

  
 Dr. Nivedita  
 Head - Training and Placement Cell