

PG DEPARTMENT OF ENGLISH
SHAILABALAWOMEN'S AUTONOMOUS COLLEGE, CUTTACK
SKILL BASED CERTIFICATE COURSE

CERTIFICATE IN COMMUNICATION SKILLS

Course Objective

- To understand communication and the various components of communication.
- To understand the various ways listening skills are used in communication.
- To understand reading skills and the techniques.
- To understand the process of writing

Credit – 03 | Marks – 50 | Hours – 36

UNIT I - BASICS OF COMMUNICATION

Definitions, Scope and Importance of Communication, Types of Communication, Levels of Communication, Effective Listening, Communication Process, Barriers to Effective Communication, Overcoming Communication Barriers.

UNIT II – LISTENING & WRITING

Listening to understand the gist or main ideas of a topic, listening for the details, listening to respond with information in regular conversation/discussion, Listening vs. Hearing, Benefits of Listening, Listening Style, Why Listening is difficult, Stages of Listening, Methods of Writing, Organising your writing, Writing Process, Writing a paragraph, Email, Letter.

UNIT III – READING & SPEAKING

Reading as an integrative process, Stages of Reading, SQ3R Technique, Comprehension Skills, Importance of Presentation, Essentials for making a Presentation Work, Use of power point slides for making a presentation, Extempore, Debate.

Further Reading

1. Bovee, Courtland, L., John V. Thill and Barbara E. Schatzman. Business Communication Today. Delhi: Pearson Education (Singapore) Pte. Limited, 2003.
2. Extraordinary Communication Skills - By Sandeep Maheshwari | Hindi & English Speaking Practice Tips <https://www.youtube.com/watch?v=VczVqHJW0gg>
3. Lesikar, Raymond V. and Marie E. Flatley. Basic Business Communication. New Delhi: Tata McGraw-Hill, 2005.
4. Bilodeau, E.A. and Bilodeau, I.M. (1961). 'Motor-Skills Learning', Annual Review of Psychology, 12, pp. 243-280.
5. Dececoo, J.P. and Crawford, W. (1977). The Psychology of Learning and Instruction, Prentice-Hall of India, New Delhi.
6. Fitts, P. (1962). 'Factors in Complex Skill Learning', in R. Glaser (ed.), Training Research and Education, University of Pittsburg Press, Pittsburg.

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