CDSA 103
Communication Skills and Personality Development

BLOCK-01

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.]

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]

BLOCK-02

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]

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]

BLOCK-03

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]

Unit 10

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

Unit 11

Introduction- A New Approach to Learning [Planning and Goal-Setting, Human Perceptions- Understanding People, Types of Soft Skills, Self-Management Skills, Aiming For Excellence- Developing Potential and Self-Actualization and Need of Spiritual Intelligence]

Unit 12

Leadership [Leadership Skills, Evaluating your personal skills and building upon them to achieve leadership skills, SWOT, Strategic planning, Decision making]

BLOCK-04

Unit 13

Conflict Resolution Skills [Seeking Win-Win Solution, Inter-Personal Conflicts- Two Examples, Two Solutions, Types of Conflicts, Becoming a Conflict Resolution Expert]

Unit 14

Team Building [Introduction, Importance of Human Relation, What is a Team?, Understanding Behavior, Comfort zones, Quality of Assertiveness, Assertiveness building blocks, Characteristics of high performance team, Self questionnaire]

Unit 15

Work Ethics and work culture [What is Work Ethic?, Importance, characteristics of a Healthy Culture, Business Ethics, Environmental Challenges]

Unit 16

Life skills and vocational skills [What is skill?, Life skills, Vocational education in India, future prospects of vocational education, Examples of vocational skills, Skill development initiatives by govt. of India]

BLOCK-05

Unit 17

Behavioural Skills [Personality development, importance of good human relations, understanding organizational culture, management of time and stress, importance of ethics and values]

Unit 18

Personality [types of personality, traits of personality, Public speaking, Emotional intelligence (EQ), etc.]

Unit 19

Presentation Skills [Overcoming Fear, Becoming A Professional, The Role of Body Language, Using Visuals, Human Relations- Developing Trust And Integrity]

Unit 20

Habits- Guiding Principles [Identifying Good and Bad Habits, Habit Cycle, Breaking Bad Habits, Using the Zeigarnik effect For Productivity and Personal Growth, Forming Habits of Success]

Unit 21

Stress Management [Types of Stress, Self-Awareness about Stress, Regulating Stress, Making the Best out of Stress]