




## Course Module Communication Skills

Chapter	Syllabus Topic	Hours
1	<b>Introduction to Communications</b> <ul style="list-style-type: none"> <li>• Importance</li> <li>• Communication Process</li> <li>• Feedback</li> <li>• Importance of Feedback</li> </ul>	3
2	<b>Barriers to Communications</b> <ul style="list-style-type: none"> <li>• Physiological</li> <li>• Physical</li> <li>• Cultural</li> <li>• Language</li> <li>• Gender</li> <li>• Interpersonal</li> <li>• Psychological</li> <li>• Emotional</li> </ul>	5
3	<b>Letter Writing</b> <ul style="list-style-type: none"> <li>• Types of Letters</li> <li>• Friendly Letter</li> <li>• Business Letter</li> <li>• Letter of Application</li> <li>• Letter of Enquiry</li> <li>• Orders &amp; Complaints</li> </ul>	2
4	<b>Oral Presentation</b> <ul style="list-style-type: none"> <li>• Presentation</li> <li>• Meeting</li> <li>• Notice</li> <li>• Agenda</li> </ul>	3

	<ul style="list-style-type: none"> <li>• Minutes</li> <li>• Dealing with Fears</li> <li>• Techniques of Delivery</li> </ul>	
5	<b>Correct Usage</b> <ul style="list-style-type: none"> <li>• Proper use of Words</li> <li>• Sentence forming</li> <li>• Differentiating pair of words</li> </ul>	2
6	<b>Advertising</b> <ul style="list-style-type: none"> <li>• Importance of Advertisement</li> <li>• Types of Media</li> <li>• Use of Language</li> <li>• Graphic Aids</li> <li>• Use of Graph, Music, Videos</li> </ul>	4
7	<b>Interview Skills</b> <ul style="list-style-type: none"> <li>• Purpose of Interview</li> <li>• Types of Interviews</li> <li>• Do's &amp; Don'ts</li> <li>• Technique of Handling Question</li> </ul>	6
8	<b>Group Discussion</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Communication skills in Discussion</li> <li>• Essentials of Group Discussion</li> <li>• Difference between Group Discussion &amp; Debate</li> <li>• Steps Involved</li> </ul>	5

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Signature	



  
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