

**ELECTIVE II – (a) COMMUNICATION AND SOFT SKILLS**

**UNIT –1 (Communication vs Effective Communication)**

Importance and significance of communication)  
Principles of effective communication  
Types of communication-verbal & nonverbal  
Barriers to effective communication-how to get rid of them

**UNIT II (Conversation skills & basic etiquettes)**

Modes of Greeting,Requesting,Thanking,Writing, Introducing, Congratulating,  
Giving Opinions and Permission.

Expression of Agreement,Disagreement,Giving Orders ,Advice ,Suggestion  
Apology Warning Gratitude etc

Telephone conversation -dos and donts (specific dialogues to be given to enable  
the students) Telephone conversation-dos and donts (specific dialogues to be  
given to enable the students understand and use the expressions in  
conversations)

**UNIT- III (Presentation Skills)**

Preparing,planning and presenting a talk  
Preparing for the introduction,body and conclusion of presentation  
Structure,language and delivery of the presentation.  
How to make an impressive presentation?

**UNIT-IV (Interview Skills)**

How to attend an interview? -Types of Interviews.  
Head to foot appearance -Preparation-Punctuality-Sincerity -Handling of Initial  
moments- Honesty, Boldness and Confidence.  
Possible questions and methods of responding -Attitude-  
Clarity in expressions -tone of the language etc.

**UNIT- V (Group Dynamics)**

Behavior Pattern-Peer Group- Cooperation-Analysis of the given Topic-  
Arguments and Force of Expressions- Choice of Words for Effective  
Presentation of  
Ideas- Avoiding Interference and Rudeness of Language -Guiding the Group  
Members  
at points of dullness- Leadership qualities- summing up.

## Books for reference

- 1.Dutt,Kiranmai &Geetha Rajeevan. Basic Communication Skills  
Rev.ed.foundation books pvt. ltd, Cambridge house, new delhi,2006
- 2.Bill R.Swetmon Communication Skills for the 21<sup>st</sup> century,  
Chennai:eswar press,first south asian edition.2006.
- 3.Glass ,Lillian. Talk to win. New york:perigee books,1987
- 4.Pillai,G.Radhakrishna &Rajeevan. K. Spoken English for you  
Emerald publishers,chennai.1987
- 4.Mandal,S.K. How to Succeed in Group Discussions & Personel Interviews?  
mumbai: JAICO Publishing House.