

Course Type	Course Code	Name of Course	L	T	P	Credit
DP	NHSC505	Effective Communication Skills Lab	0	0	2	1

Course Objective

In the present globalized world professionals need good communication skills and awareness of cultural context. Those who learn to communicate effectively with people at all levels, of both genders, and from a variety of cultures and backgrounds will be successful in their professions. In persuading and motivating people to produce the kind of results that are needed, the only tool executives have is the written and spoken word. This programme will provide tools and techniques to participants for handling any communication situation with greater confidence, flexibility and impact.

Learning Outcomes

Upon completion of the course, students will be able to:

- Develop communication skills required for professional life.
- Develop a systematic and positive approach to communication.
- Develop assertion, confidence and felicity in oral and written communication such that they are able to realize their true potential as future leaders.
- Demonstrate improved persuasion and influencing skills for better negotiations.

Unit No.	Topics to be Covered	Lecture Hours	Learning Outcome
1	ECS Lab 1 Understand: Listening Skill- Its importance – Purpose- Process- Types- Barriers- Effective Listening. Practice: Listening practice with audio and video	2	Students will get practice in listening skills
2	ECS Lab 2 Understand: Errors in Pronunciation-the Influence of Mother Tongue (MTI). Practice: Common Indian Variants in Pronunciation – Differences between British and American Pronunciation.	2	Students will be able to learn the pronunciation skills and clear articulation
3	ECS Lab 3 Understand: Features of Good Conversation – Strategies for Effective Communication. Practice: Situational Dialogues – Role-Play-Expressions in Various Situations –Making Requests and Seeking Permissions - Telephone Etiquette.	2	Students will be able to learn the conversation skills
4	ECS Lab 4 Understand: Descriptions- Narrations- Giving Directions and Guidelines.	2	Students will be able to handle oral communication in different situations.

	Practice: Giving Instructions – Seeking Clarifications – Asking for and Giving Directions – Thanking and Responding – Agreeing and Disagreeing – Seeking and Giving Advice – Making Suggestions.		
5	ECS Lab 5 Understand: Public Speaking – Exposure to Structured Talks - Non-verbal Communication- Presentation Skills. Practice: Making a Short Speech – Extempore	2	Students will be able handle public speaking
6	ECS Lab 6 Understand: Presentations skills Practice: Making Presentation	2	Students will be able to handle oral presentation.
7	ECS Lab 7 Practice: Making Presentation	2	Students will be able to handle oral presentation.
8	ECS Lab 7 Understand: Meeting Skills – Discussion in meeting Practice: participating in discussion	2	Students will be able to handle meeting and discussion.
9	ECS Lab 8 Practice: participating in discussion	2	Students will be able to handle meeting and discussion.
10	ECS Lab 8 Understand: Basics of written communication – sentence formation – use of appropriate diction – cohesion and coherence in writing Practice: Paragraph and Essay Writing	2	Students will be able to write correctly and appropriately.
11	ECS Lab 8 Understand: Basics of written communication – sentence formation – use of appropriate diction – cohesion and coherence in writing Practice: Paragraph and Essay Writing	2	Students will be able to write correctly and appropriately.
12	ECS Lab 9 Understand: Rhetorical functions: description, narration, explanation, Practice: writing descriptive, narrative, explanatory essay	2	Students will be able to handle different rhetorical function in writing.
13	ECS Lab 9 Understand: Rhetorical functions: comparison		Students will be able to handle different rhetorical function in writing.

	and contrast, classification Practice: writing comparative and contrastive, and classificatory essay	2	
14	ECS Lab 9 Understand: Rhetorical functions: analytical and argumentative writing – Punctuation Practice: writing analytical and argumentative essay, punctuation	2	Students will be able to handle different rhetorical function in writing.
TOTAL LECTURE HOURS		28	

- **Lab Manual will be used by the students**
- **Handouts will be supplied**