

GC-CBEP 2: SOFT SKILLS

Max. Marks:100

External: 70

Internal: 30

Pass: 40 %

Credits: 6

LEARNING OBJECTIVES: The course aims to achieve following objectives-

- Understand the concept of effective communication
- Recognize the value of good listening and work on their listening skills
- Introduce one selves and converse on everyday matters
- Able to Interact in groups.

INSTRUCTIONS FOR THE PAPER SETTER/ EXAMINER:

1. The syllabus prescribed should be strictly adhered to.
2. Question Paper will have 70 Multiple Choice questions (MCQs) and four choices of answers will be there covering the entire syllabus. Each question will carry 1 mark. All questions will be compulsory; hence candidates will attempt all the questions.
3. Paper-setters/Examiners are requested to distribute the questions from Section A and Section B of the syllabus equally i.e., 35 questions from Section A and 35 questions from Section B.
4. The examiner shall give clear instructions to the candidates to attempt questions.
5. The duration of each paper will be two hours.

INSTRUCTIONS FOR THE STUDENTS

The question paper shall consist of 70 Multiple Choice questions. All questions will be compulsory and each question will carry 1 mark. There will be no negative marking. Students are required to answer using OMR (Optimal Mark Recognition) sheets.

Section A

Unit 1- Communication: Verbal and non-verbal communication, body language, communication processes, communication styles, barriers to effective communication, Formal communication and its aspects.

Unit 2- Listening Skills and Activities: Hearing versus listening, active and passive listening, guidelines for good listening and its benefits, Listening Skills followed by writing and speaking.

Unit 3- Speaking Skill: English Speech sounds (contrast with Hindi sounds), transcription, intonation, emphasis, pauses. Formal and informal communication.

Section B

Unit 4- Stress Management: Meaning, types, levels, determinants, consequences, stress-free environment.

Unit 5- Oral Activities: Role plays, describing national/international personalities, objects, and incidents. Extempore, group discussions, interactive sessions on audio and video clips.

Unit 6- Interview Skills: Interview Skills: in-depth perspectives, Interviewer and Interviewee, Before, During and After the Interview, Tips for Success.

SUGGESTED READINGS:

- Sethi, j. & P.V, Dhamija. A course in Phonetics & Spoken English. New Delhi. PHI Publishing.
- Jones, Daniel. Cambridge English Pronouncing Dictionary. London: Cambridge University Press, 2006.
- Rizvi, Ashraf, M. Effective Technical Communication. New Delhi: Tata McGraw Hill.
- Dhanavel, S.P. English and Soft Skills. Hyderabad: Orient BlackSwan, 2021.
- Koneru, Aruna. Professional Communication. Delhi: McGraw, 2008.
- Mahanand, Anand. English for Academic and Professional Skills. Delhi: McGraw, 2013. Print.
- Nancy Mitchell. Etiquette Rules: A Field Guide to Modern Manners. Wellfleet Press, 2015.
- Rani, D Sudha, TVS Reddy, D Ravi, and AS Jyotsna. A Workbook on English Grammar and Composition. Delhi: McGraw, 2016.
- Raghu Palat, Indian Business Etiquette, Jaico Books, 2015.
- Rizvi, M. Ashraf. Effective Technical Communication. Delhi: McGraw, 2018.
- Tengse, Ajay R. Soft Skills: A Textbook for undergraduates, Orient BlackSwan, 2015.