

EN1101 : COMMUNICATION SKILLS

Introduction

This course consists of 8 lessons that help students improve their reading, writing, listening and speaking skills in English that are necessary for them to continue their studies or gain employment.

Credits:

03

Assessment Criteria

At the end of this course you will be evaluated using two tests. The first will be an online assessment (1 hour) conducted in an unsupervised mode. This would be similar to the existing formative assignments. Maximum attempts for completing the online assessment are three (3). Pass mark for this question paper is 50. Based on the results of this unsupervised examinations, the qualified students are called for a supervised (1hour) Viva Voce test (speech, listening and writing test). It is compulsory to pass both tests in order to pass the exam.

Online Assignments

The assignments consist of two quizzes, Assignment quiz 1 (It covers the first half of the syllabus) and assignment quiz 2 (It covers the second half of the syllabus). Maximum mark for a question is 10; minimum mark for a question is 0 (irrespective of negative scores). Final assignment mark is calculated considering 40% of assignment quiz 1 and 60% of Assignment quiz 2. Pass mark for the online assignments in a course is 50. You are advised to do online assignments before the final evaluation of the course. It is compulsory to pass online assignments to partially qualify to obtain year 1 certificate.

LEARNING OUTCOMES:

After successful completion of this course students will be able to

- Write Clearly with Correct Formation of Letters
- Type Accurately with Moderate Speed
- Use Mechanics of Writing Effectively
- Write Essays, Reports, CVs, Cover Letters and Questionnaires Accurately
- Exchange Information and Talk Confidently with Others
- Make Effective Business calls via the Phone
- Face Interviews Confidently
- Conduct Interviews Effectively
- Make Attractive Presentations
- Communicate Effectively with the Public
- Listen and Retrieve Information using Listening Techniques
- Retrieve Necessary Information from Fiction and Non-Fiction Texts
- Summarize a Given Text
- Paraphrase a Given Text

OUTLINE OF SYLLABUS

Topic	Average hours
01. Writing and Typing	2
02. Mechanics of writing	5
03. Writing for a Purpose	8
04. Small Talk and General Communication Skills	6
05. Presentations and Public Speaking	6
06. Listening for a Purpose	4
07. Reading for a Purpose	8
08. Summarizing and Paraphrasing	6
Total	45

DETAILED SYLLABUS

1. Writing and Typing (2 hrs)

Instructional objectives:

- Realize the Importance of Good Handwriting
- Form Letters Correctly
- Write Clearly
- Identify the Computer Keyboard
- Use Relevant Fingers in Typing
- Practice Touch Typing
- Practice Typing Accurately
- Practice Moderate Typing Speed

1.1 Improving Hand Writing

- 1.1.1 Importance of Handwriting
- 1.1.2 Formation of English Letters

1.2 Introduction to English Keyboard

- 1.2.1 Importance of Touch Typing
- 1.2.2 How to Practice Touch Typing
- 1.2.3 Typing Words and Paragraphs

2. Mechanics of Writing (5 hrs)

Instructional objectives:

- Use Appropriate Punctuations in Writing and Speaking
- Use Accurate Capitalization in Writing

2.1 Punctuating Texts

2.1.1 Introduction to Punctuation

2.1.2 Using Punctuation in Expressions

2.2 Capitalization

2.2.1 Introduction to Capitalization

2.2.2 Further Use of Capitalization

3. Writing for a Purpose (8 hrs)

Instructional objectives:

- Write Essays Effectively
- Write Reports Correctly
- Write Cover Letters Appropriately
- Write CVs Effectively
- Prepares Questionnaires Effectively

3.1 Writing an Essay

3.1.1 Introduction to Essay Writing

3.1.2 Organizing an Effective Essay

3.2 Writing a Report

3.2.1 Introduction to Report Writing

3.2.2 Preparing an Effective Report

3.3 Applying for a Job

3.3.1 Writing a Cover Letter

3.2.1 Preparing a CV

3.4 Making a Questionnaire

3.4.1 Introduction to Questionnaires

3.4.2 Preparing an Effective Questionnaire

4. Small Talk and General Communication Skills (6 hrs)

Instructional objectives:

- Break the Ice in Conversation
- Use Appropriate Phrases and Conversation Starters
- Identify Acceptable and Unacceptable Topics in Small Talk
- Make an effective business conversation over the Phone
- Face Job Interviews Effectively
- Conducts Interviews Effectively

4.1 Small Talk

4.1.1 Starting Up a Conversation

4.1.2 Useful Phrases in Conversation

4.1.3 Acceptable and Unacceptable Topics in Small Talk

4.2 Talking through the Phone

4.2.1 Making a Polite Business Call

4.2.2 Answering Politely to a Business Call

4.3 Interviews

4.3.1 Facing an Interview

4.3.2 Conducting an Interview

5. Presentations and Public Speaking (6hrs)

Instructional objectives:

- Make Effective Presentations
- Make Effective Public Speeches

5.1 Making Effective Presentations

5.1.1 Introduction to Presentations

5.1.2 Making Effective Slides

5.1.3 Presenting Effectively

5.2 Making Effective Public Speeches

5.2.1 Introduction to Public Speaking

5.2.2 Making Effective Public Speeches

6. Listening for a Purpose (4hrs)

Instructional objectives:

- Identifies the Importance of Listening
- Uses Listening Skills to Retrieve Information
- Retrieves information from and audio texts accurately
- Responds to an audio text correctly and appropriately

6.1 Importance of Listening

6.2 Introduction to Listening Techniques

6.3 Retrieving and Responding to Information

7. Reading for a Purpose (8 hrs)

Instructional objectives:

- Retrieves specific information from a given text
- Identifies Methods of Reading
- Differentiates Reading Fiction and Non Fiction

7.1 Reading and Understanding Text

7.1.1 Reading Comprehension

7.1.2 Reading Fiction

7.2 Reading for Specific Information

7.2.1 Scanning and Skimming

7.2.2 Reading Non Fiction

8. Summarizing and Paraphrasing (6 hrs)

Instructional objectives:

- Realizes The Importance of Summarizing/ Paraphrasing
- Summarizes a given Text Correctly
- Paraphrases a given Text Correctly

8.1 Summarizing Text

8.1.1 Why Summarize

8.1.2 How to Summarize a Given Text

8.2 Paraphrasing Text

8.2.1 Why Paraphrase

8.2.2 How to Paraphrase a Given Text

References:

MAIN READING

General English for G.C.E. (A/L) Ministry of Education

How to Write Essays by Lauren Starkey, Learning Express, LLC, New York (2004) (<http://www.nclor.org/nclorprod/file/e3476e91-6740-d289-c98d-fce107874ddb/1/157685521X.pdf>)

Writing a Report, Study & Learning Center, RMIT University, Australia (2008) (https://www.dlsweb.rmit.edu.au/lsu/content/pdfs/2_assessmenttasks/super_report.pdf)

Questionnaire Design by Acharya Bidhan, Tribhuvan University, Nepal (2010) (http://www.saciwaters.org/CB/IFRM/IFRM/IV.%20Literature/Module%206_Q)

[ualitative%20Research%20Methods/6.4%20Questionnaire%20Design_Achar
ya%20Bidhan.pdf](#))

Learn to Summarize, University of Houston, Victoria
(<http://www.uhv.edu/ac/style/pdf/summarize.pdf>)

Learn to Paraphrase, University of Houston, Victoria
(<http://www.uhv.edu/ac/style/pdf/paraphrase.pdf>)

Presenting with Skill and Style by Patti Janega, United Nations System Staff
College, Turin, Italy (2005)

(<http://influenzatraining.org/documents/s16094e/s16094e.pdf>)

Scanning and Skimming, Anne Arundal Community College

(<http://www.aacc.edu/tutoring/file/skimming.pdf>)

SUPPLEMENTARY READING (OPTIONAL)

Murphy R., *English Grammar in Use*, Cambridge University Press, New York
(2004)

Allen W.S., *Living English Structures*, Longman (1974)

Wood F.T. Revised by R.H. Flavell & L.M. Flavell *Current English
Usage*, Macmillan, London. (1989)

Writing an Essay, Charles Stuart University, Australia
(<http://www.csu.edu.au/division/studserv/my-studies/learning/pdfs/essay.pdf>)