

Department of Humanities

Details of the Certificate Courses

1. **Programme Title** : Communication Skills
2. **Year of Introduction** : 1st November, 2016

3. **About the Certificate Course:**

In this course, the students learn how to sharpen the communication skills and how to use them to positive effect in the workplace. In addition to that the students learn why communication skills are so important, and the factors that influence how well others will respond to the message. The course gives training on barriers to communication and how to overcome them when interacting with those from different cultures and those of other backgrounds. It will consider the role of verbal and non-verbal communication throughout the course.

4. **Contents of the Programme:**

- a. Introduction to Effective Communication
- b. Barriers to Communication
- c. Overcoming Strategies
- d. Miscommunication
- e. Non-Verbal Communication
- f. Listening Skills
- g. Letter Writing
- h. Job Application Letter
- i. Bio-Data
- j. CV Resume
- k. Report Writing
- l. Group Discussion
- m. Interview Skills
- n. Netiquette
- o. Oral Presentation
- p. Cross Cultural Communication
- q. Common Errors

5. **Programme Outcome:**

Having completed this course the students will be able to: -

- a. Describe the risks and rewards of difficult workplace conversation.
- b. Describe the rules of Communication.
- c. Describe how to build a rapport with colleagues to lead the conversation.
- d. Describe how to develop and deliver effective presentations.

- e. Describe how to chair a meeting and write up the minutes of a meeting.
- f. Describe strategies you can use to influence others.

6. Schedule of Programme Hours: 50 Hours

7. Person Incharge/Name, Address, Email, Phone:

Dr. K. Vijaya Bhaskar,
Assistant Professor in English,
Department of Humanities,
Hindu College of Pharmacy,
Guntur.
Email: kanchibhotlabhaskar@gmail.com
Phone: 9959127623.