

## Certificate Course in Soft Skills and Communicative English

### Objective of the Course:

This program is mainly aimed at value add to any technical qualification, which help the students to acquire competence to secure jobs in any area related to IT & ITES & in other service industries. In this program modules like Soft Skills comprising of Personality Development, Interview facing techniques etc. along with Communicative English is included. This course would help students to groom their personality, improve upon spoken English, and techniques to face for job, this course can be taken by anyone willing to improve the said traits.

### Learning Outcomes:

After the completion of course, the students will be able to:-  
Improve their soft skills and English Speaking ability.

**Duration of the Course (in hours)**      80 hours

**Appr. Fees (INR):**                      Rs.5000/-

**Minimum Eligibility Criteria and pre-requisites, if any**                      10<sup>th</sup> Pass

### Outline of Course

S. No	Topic	Minimum
1	Brief introduction to: Spoken variety of English, the two chief spoken varieties-British and American; Indian English and idea of a neutral accent.	06 hrs
2	Consonant sounds, Vowel sounds in English: Pure vowels (Long vowels and short vowels) Phonetic Symbols,	06 hrs
3	Refresher classes on English Grammar and Vocabulary	06 hrs
4	Connected Speech: Word stress and sentence stress	08 hrs
5	Reading from texts, computer aided teaching and learning exercises	04 hrs
6	Entry behaviour evaluation, Introductory Module on Personality	06 hrs
7	Presentation and speech giving techniques	02 hrs
8	Module on Office Etiquette	02 hrs
9	Module on Customer Care	04 hrs
10	Telephone handling Techniques	04 hrs
11	Module on Active Listening	02 hrs
12	Module on Product features and benefits	02 hrs
13	Module on call structure	02 hrs
14	Module on objection handling and questioning Techniques	02 hrs
15	Power point Presentation	02 hrs
16	Module on Telemarketing and Prospecting	02 hrs
17	Module on Complain handling and handling of difficult people	02 hrs
18	Group Discussion	02 hrs
19	Lesson on 'How to Face Interview', Body Language,	08 hrs
20	Debating Competition	02 hrs

### Short Term Courses – NIELIT

21	Conduction of role-plays	02 hrs
22	Conducting Mock interviews	02 hrs
23	Interactive sessions	02 hrs
<b>Theory / Lecture Hours:</b>		60 hrs
<b>Practical / Tutorial / Lecture Hours:</b>		20 hrs
<b>Total Hours:</b>		80 hrs

**Books recommended  
for reference and  
reading:**

ITes learning material developed by NIELIT

**Group Code:** OASS

**Group Name:** Office Automation & Soft Skills

**Course Code:** CT02

**Course Name:** Certificate Course in Soft Skills and Communicative English