

Course 1: Communication Skills

Context and Justification :

Communication plays an important role in shaping an individual's life, personal as well as professional. Also it is the backbone of any organisation/institution. Success in life to a considerable extent depends on effective communication skills. In today's world of computers and digital media, a strong communication skill base is essential for learners and for smooth functioning of an organisation.

Objectives :

This course has been developed with the following objectives:

1. Identify common communication problems that may be holding learners back
2. Identify what their non-verbal messages are communicating to others
3. Understand role of communication in teaching-learning process
4. Learning to communicate through the digital media
5. Understand the importance of empathetic listening
6. Explore communication beyond language.

Expected Outcome :

By the end of this program participants should have a clear understanding of what good communication skills are and what they can do to improve their abilities.

Credit: 02

Duration: 30 Hours

Number & Titles of Modules:

Total of 7 Modules

Module 1	Listening	4 Hours
Module 2	Speaking	6 Hours
Module 3	Reading	3 Hours
Module 4	Writing and different modes of writing	4 Hours
Module 5	Digital Literacy	4 Hours
Module 6	Effective use of Social Media	4 Hours
Module 7	Non-verbal communication	5 Hours

Module Outline :

Module 1: Listening

4 Hours

- Techniques of effective listening
- Listening and comprehension
- Probing questions
- Barriers to listening

Module 2: Speaking

6 Hours

- Pronunciation
- Enunciation
- Vocabulary
- Fluency
- Common Errors

Module 3: Reading

3 Hours

- Techniques of effective reading
- Gathering ideas and information from a given text
 - i. Identify the main claim of the text
 - ii. Identify the purpose of the text
 - iii. Identify the context of the text
 - iv. Identify the concepts mentioned
- Evaluating these ideas and information
 - i. Identify the arguments employed in the text
 - ii. Identify the theories employed or assumed in the text
- Interpret the text
 - i. To understand what a text says
 - ii. To understand what a text does
 - iii. To understand what a text means

Module 4: Writing and different modes of writing

4 Hours

- Clearly state the claims
- Avoid ambiguity, vagueness, unwanted generalisations and oversimplification of issues
- Provide background information
- Effectively argue the claim
- Provide evidence for the claims
- Use examples to explain concepts
- Follow convention
- Be properly sequenced
- Use proper signposting techniques
- Be well structured
 - i. Well-knit logical sequence
 - ii. Narrative sequence
 - iii. Category groupings

- Different modes of Writing
 - i. E-mails
 - ii. Proposal writing for Higher Studies
 - iii. Recording the proceedings of meetings
 - iv. Any other mode of writing relevant for learners

Module 5: Digital Literacy**4 Hours**

- Role of Digital literacy in professional life
- Trends and opportunities in using digital technology in workplace
- Internet Basics
- Introduction to MS Office tools
 - i. Paint
 - ii. Office
 - iii. Excel
 - iv. Powerpoint

Module 6: Effective use of Social Media**4 Hours**

- Introduction to social media websites
- Advantages of social media
- Ethics and etiquettes of social media
- How to use Google search better
- Effective ways of using Social Media
- Introduction to Digital Marketing

Module 7: Non-verbal communication**5 Hours**

- Meaning of non-verbal communication
- Introduction to modes of non-verbal communication
- Breaking the misbeliefs
- Open and Closed Body language
- Eye Contact and Facial Expression
- Hand Gestures
- Do's and Don'ts
- Learning from experts
- Activities-Based Learning

Pedagogy : Instructor-Led Training, Supplemented by Online Platform (SWAYAM)

Materials : Teaching & Learning

Assessment : Paper-Based or Online Assessment

Bibliography & Suggested Reading including audio video material :

Books

- Sen Madhucchanda (2010), *An Introduction to Critical Thinking*, Pearson, Delhi
- Silvia P. J. (2007), *How to Read a Lot*, American Psychological Association, Washington DC

Course 2: Professional Skills

Context with Justification :

One of the significant outcomes of Higher Education is to prepare an individual for entering the job/employment market. Besides knowledge and skills required for a particular job/occupation, professional skills are also required for an individual to be gainfully employed for a successful and satisfied life. Professional skills are part of life skills. An individual should be able to demonstrate professional skills involving the use of intuitive, logical and critical thinking, communication and interpersonal skills, not limited to cognitive/creative skills. These skills, behaviour and quality of output enhance employability.

The career skills empower an individual with ability in preparing an appropriate resume, addressing the necessary gaps for facing interviews and actively and effectively participating in group discussion thereof, etc. It is also of significant importance that students /individuals possess the know- how to explore career opportunities for themselves, considering their innate strengths and weaknesses.

It is important that the students/individuals are well prepared to take on new challenges and opportunities. With the increasing use of technology in the way we live, learn and work, it is critical for students/individuals to be able to utilise basic computing concepts and also have and espouse excellent Team Skills. Collaborating and working together can assist in resolving complex problems, which allow/offer individuals an opportunity to articulate new ideas and perspectives. It further allows learner / individuals design, develop, problem solve and to adapt to situations based on their experience and skills.

Credit: 02

Duration:30 hours

The Course Professional Skills is divided into two parts:

- a) Career Skills
- b) Team Skills

A. Career Skills

Objectives :

The Objectives of the course are to help students/candidates:

1. Acquire career skills and fully pursue to partake in a successful career path
2. Prepare good resume, prepare for interviews and group discussions
3. Explore desired career opportunities in the employment market in consideration of an individual SWOT.

Expected Outcomes :

At the end of this course the students will be able to:

1. Prepare their resume in an appropriate template without grammatical and other errors and using proper syntax
2. Participate in a simulated interview
3. Actively participate in group discussions towards gainful employment
4. Capture a self - interview simulation video regarding the job role concerned
5. Enlist the common errors generally made by candidates in an interview
6. Perform appropriately and effectively in group discussions
7. Explore sources (online/offline) of career opportunities
8. Identify career opportunities in consideration of their own potential and aspirations
9. Use the necessary components required to prepare for a career in an identified occupation (as a case study).

Duration: 15 Hours

Number & Titles of Modules:

Module 1	Resume Skills	3 Hours
Module 2	Interview Skills	5 Hours
Module 3	Group Discussion Skills	4 Hours
Module 4	Exploring Career Opportunities	3 Hours

Module Outline :

Module 1: Resume Skills **3 Hours**

- i. **Resume Skills : Preparation and Presentation**
 - Introduction of resume and its importance
 - Difference between a CV, Resume and Bio data
 - Essential components of a good resume
- ii. **Resume skills : common errors**
 - Common errors people generally make in preparing their resume
 - Prepare a good resume of her/his considering all essential components

Module 2: Interview Skills **5 Hours**

- i. **Interview Skills : Preparation and Presentation**
 - Meaning and types of interview (F2F, telephonic, video, etc.)
 - Dress Code, Background Research, Do's and Don'ts
 - Situation, Task, Approach and Response (STAR Approach) for facing an interview
 - Interview procedure (opening, listening skills, closure, etc.)
 - Important questions generally asked in a job interview (open and closed ended questions)

ii. Interview Skills : Simulation

- Observation of exemplary interviews
- Comment critically on simulated interviews

iii. Interview Skills : Common Errors

- Discuss the common errors generally candidates make in interview
- Demonstrate an ideal interview

Module 3: Group Discussion Skills

4 Hours

- Meaning and methods of Group Discussion
- Procedure of Group Discussion
- Group Discussion- Simulation
- Group Discussion - Common Errors

Module 4: Exploring Career Opportunities

3 Hours

- Knowing yourself – personal characteristics
- Knowledge about the world of work, requirements of jobs including self-employment.
- Sources of career information
- Preparing for a career based on their potentials and availability of opportunities

Pedagogy : Besides Face to Face lectures (theory would be limited only to 20% of the component and remaining 80% would be practical oriented), the focus would be primarily on blended /hybrid learning. This could include a flipped classroom approach that leverages project-based learning, demonstration, group discussion, simulations etc.

Materials : Audio video materials, Online Platform (SWAYAM), FutureSkills Platform, Used Cases & Case Studies etc.

Assessment: Online evaluation, demonstration, assignments : Some components could be aligned to NOS (SSC/N9005) IT-ITeS Sector . The questions posed to the students would be a mix of MCQs, scenario-based, logical reasoning, comprehension, simulations, etc. Do check the assessment model and sample assessment at (<http://nac.nasscom.in/>)

Bibliography & Suggested Reading including audio video material :

Please check IT-ITeS Sector Skills Council readiness programs namely

- Foundation Skills In IT (FSIT) - Refer the websites like <https://www.sscnasscom.com/ssc-projects/capacity-building-and-development/training/fsit/> and
- Global Business Foundation Skills (GBFS) – Refer websites like <https://www.sscnasscom.com/ssc-projects/capacity-building-and-development/training/gbfs/>

B. Team Skills

Objectives :

The objectives of the course is to make learners:

1. Understand the significance of Team Skills and help them in acquiring them
2. To help them design, develop and adapt to situations as an individual and as a team.

Expected Outcomes :

By the end of this course the learners/candidates will be able to:

1. Use common technology messaging tools that are used in enterprises for flow of information and transition from command and control to informal communication during an online/offline team session
2. Actively use and operate online team communication tools: Webinar, Skype, Zoom, Google hangout etc
3. Appreciate and demonstrate Team Skills
4. Participate in a digital lifestyle conversant with computers, applications, Internet and nuances of cyber security
5. Explore (online) and identify career opportunities in consideration of their own potential and aspirations.
6. Discuss and articulate the key requirements of an entrepreneurial exercise
7. Empathise and trust colleagues for improving interpersonal relations
8. Engage in effective communication by respecting diversity and embracing good listening skills
9. Distinguish the guiding principles for communication in a diverse, smaller internal world
10. Practice interpersonal skills for better relations with seniors, juniors, peers and stakeholders
11. Project a good personal image and social etiquette so as to have a positive impact on building of one's chosen career
12. Generate, share and maximise new ideas with the concept of brainstorming and the documentation of key critical ideas/thoughts articulated and action points to be implemented with timelines in a team discussion (as MOM) in identified applicable templates.

Duration: 15 Hours

Number & Titles of Modules:

Module 1	Presentation Skills	5 Hours
Module 2	Trust and Collaboration	2 Hour
Module 3	Listening as a Team Skill	2 hour
Module 4	Brainstorming	2 Hour
Module 5	Social and Cultural Etiquettes	2 Hour
Module 6	Internal Communication	2 Hour

Module Outline :

Module 1: Presentation Skills 5 Hours

- Types of presentations
- Internal and external presentation
- Knowing the purpose
- Knowing the audience
- Opening and closing a presentation
- Using presentation tools
- Handling questions
- Presentation to heterogenic group
- Ways to improve presentation skills over time

Module 2: Trust and Collaboration 2 Hours

- Explain the importance of trust in creating a collaborative team
- Agree to Disagree and Disagree to Agree – Spirit of Team work
- Understanding fear of being judged and strategies to overcome fear

Module 3: Listening as a Team Skill 2 Hours

- Advantages of Effective Listening
- Listening as a team member and team leader. Use of active listening strategies to encourage sharing of ideas (full and undivided attention, no interruptions, no pre-think, use empathy, listen to tone and voice modulation, recapitulate points, etc.).

Module 4: Brainstorming**2 Hour**

- Use of group and individual brainstorming techniques to promote idea generation.
- Learning and showcasing the principles of documentation of team session outcomes

Module 5: Social and Cultural Etiquette**2 Hour**

- Need for etiquette (impression, image, earn respect, appreciation, etc)
- Aspects of social and cultural/corporate etiquette in promoting teamwork
- Importance of time, place, propriety and adaptability to diverse cultures

Module 6: Internal Communication**2 Hour**

- Use of various channels of transmitting information including digital and physical, to team members.

Pedagogy : Besides Face to Face Lectures (as theory would be limited only to 20% of the component and remaining 80% would be practical oriented), the focus would be primarily on blended learning/hybrid learning. This could include a flipped classroom approach that leverage project based learning, demonstration, group discussion, simulation as well as coaching, seminars and tutorials.

Materials : Audio video materials, Online Platform (SWAYAM), Future Skills platform

Assessment: Written evaluation, demonstration, assignments:

Some components aligned to NOS (SSC/N9005) IT-ITeS . The questions posed to the students would be a mix of MCQs, Scenario-based, logical reasoning, comprehension, simulations, etc. Do check the assessment at website like (<http://nac.nasscom.in/>)

Bibliography & Suggested Reading including audio video material :

Please check IT-ITeS Sector Skills Council readiness program namely Global Business Foundation Skills (GBFS) in website (<https://www.sscnasscom.com/ssc-projects/capacity-building-and-development/training/gbfs/>), and Generic and the entrepreneurial NOS at NSQF Level 4 -7.