Certificate in Communication Skills

Syllabus

Program Code:

2025 – 2026 Onwards

BHARATHIAR UNIVERSITY

(A State University, Accredited with "A++" Grade by NAAC,

Ranked 46th among Indian Universities by MHRD-NIRF,

Coimbatore ‑ 641 046, Tamil Nadu, India

BHARATHIAR UNIVERSITY, COIMBATORE - 641 046
Centre for Distance and Online Education

VISION

Bestow globally comparable quality education on youth, embodied with character building, to invoke the University's motto "*Educate to Elevate*" and uphold the secular ideals of the nation as envisioned by *Mahakavi Subramania Bharathiar*.

MISSION

- To be innovative and inclusive, committed to excelling in teaching, research and knowledge transfer and to serving the social, cultural and economic needs of the nation.
- To innovate and offer academic programmes in various disciplines through synergistic interaction with the industry and society.
- To impart knowledge and skills and to provide a learning environment to acquire attitudes to learners and equip them to face the emerging challenges of the knowledge era.
- To provide equal opportunity to women learners, differently abled, and minorities and prepare them to be equal partners in accomplishing the scientific and technological demands of the nation.
- To contribute to the advancement of knowledge through applied research leading to newer products and processes.
- To prepare the learners to work for societal transformation with a commitment to justice and equality and emerge as job providers.
- To inculcate in learners a global vision with skills of international competence.

TITLE OF THE PROGRAM: Certificate in Communication Skills

DURATION

- **Minimum Duration**: Six Months
- **Maximum Duration:** Two years (with provision for Re-registration if required)

CREDIT DISTRIBUTION: Total Credits: 20 credits (as per UGC credit framework)

ELIGIBILITY: 10 (SSLC) or equivalent from a recognized board unless otherwise specified.

MEDIUM OF INSTRUCTION: English

MODE OF LEARNING: ODL/OL

- **Open and Distance Learning (ODL)**

The programme shall be conducted through remote learning using a blend of print and digital learning materials, supplemented by occasional Personal Contact Program (PCP) sessions to facilitate learner interaction and academic support.

- **Online Mode: (OL)**

The programme shall be conducted using digital learning materials, supplemented by 12 hours / course (mandatory) of Interactive Live Lectures (online sessions) to facilitate learner interaction and academic support.

FEES STRUCTURE

Fee structure as approved by the Centre for Distance and Online Education, Bharathiar University, Coimbatore.

ATTENDANCE

Particulars	Requirement for Certificate Programme	Requirement for Diploma Programme
Number of Personal Contact Programs (PCPs)	12 PCPs	12 PCPs
Duration of Each PCP	6 Hours per PCP	6 Hours per PCP
Total Contact Hours	12 Hours per course (60 hours)	12 Hours per course (120 hours)
Total Study Hours of Learners	60 Hours	120 Hours
Mandatory Participation	75% in each course	75% in each course

REQUIREMENT TO APPEAR FOR THE EXAMINATIONS

A candidate enrolled for the programme must have the minimum period of attendance in theory and practical classes prescribed to appear for the examinations with the fees prescribed and fulfills all other conditions stipulated from time to time.

CONDITIONS TO APPEAR FOR THE EXAMINATIONS

The learner appearing for the examination for the first time should register for all the course by remitting the fee

ODL

- **First Appearance:** Learners appearing for the examination for the first time shall register for all the prescribed courses of that semester by remitting the requisite examination fee.

- **Examination Centre:** Learners must specify their preferred examination centre in the examination application form. Once selected, the examination centre cannot be changed under any circumstances.

- **E-Hall Ticket:** Learners shall download their E-Hall Tickets from the University website and obtain the signature of the Chief Superintendent of the opted examination centre upon submission of their valid identity card. This process must be completed during the three working days preceding the commencement of the examinations.

OL

- **First Appearance:** Learners appearing for the examination for the first time shall register for all the prescribed courses of that semester by remitting the requisite examination fee.

- **E-Hall Ticket:** Learners shall download their E-Hall Tickets from the University website for the examination and write the examinations through online mode.

- **Examination:** The learners can download the question paper and scan & upload their answer script from their registered user id.

EVALUATION PATTERN

a. Distribution of Marks in Continuous Internal Assessments (CIA): 25% weightage

The following procedure shall be followed for awarding internal marks for theory courses.

Continuous Internal Assessment (CIA) Test	**15 Marks**
Assignment / Seminar	**05 Marks**
Participation	**05 Marks**
Total	**25 Marks**

1. **CIA Test and Question Pattern** :

Two Continuous Internal Assessments (CIA-I & CIA II) must be conducted. Better of the TWO will be counted for Test Marks (10 Marks)

Section A – Objective Question	4 x1 = 4 marks
Section B – Short Answer Questions Essay Type (Either or type)	2 x 5 = 10 marks
Section C – Long Answer Questions Essay Type (Either or type)	2x 8 = 16 marks

2. **Assignments/ Seminar**.

Assignments (I/II)/ Better of the TWO will be counted for Assignment Marks (5 Marks)
OR Seminar will be conducted for 5 Marks.

3. **Participation** (which includes attendance) – 5 Marks

b. Practical (4 Credits) – At the end of Each Semester

- Practical (100 marks) - **Internal – 25 marks & External – 75 Marks**

c. End-Semester Examination (ESE): 75% weightage

ODL Mode and Duration of Examinations

1. **Mode of Examination:** All examinations (Pen-Paper) shall be conducted offline at designated physical locations such as the University campus or approved Learner Support Centres (LSCs), under the supervision of duly appointed invigilators and as per the fixed examination schedule notified by the University.

2. **Duration**: Each examination shall be of **Three** (3) hours' duration, covering both theoretical concepts and their practical applications.

OL Mode and Duration of Examinations

1. **Mode of Examination:** All examinations shall be conducted through an online/proctored computer-based examination pen-and-paper methods) under the supervision of duly appointed invigilators and as per the fixed examination schedule notified by the University.

2. **Duration**: Each examination shall be of three (3) hours' duration, covering both theoretical concepts and their practical applications.

Distribution of marks in the End-Semester Examination - Question Paper Pattern:

Section	Type of question	No. of questions	Marks	Total
A	Objective Question	10 (Compulsory) Two from each Unit	1	10
B	Short Essay (300 words each)	5 out of 5 (Either or Type) Two from each Unit	5	25
C	Essay Type (1000 words each)	5 Questions (Either or Type) Two from each Unit	8	40
			Total	**75**

d. Passing Criteria:
- Minimum 40% passing marks (Internal (CIA) + External (ESE)) in each course.
- Minimum 30% in External (ESE)is mandatory in each course
- Minimum 40% passing marks in practical / project component
- Aggregate of 40% marks required for successful completion of the Certificate/Diploma programme.

e. Grading System : (As per 10-point UGC Credit Framework)

The following table gives the marks, grade points, letter, grades and classification to Indicate the performance of the candidate.

For the entire programme:

- CGPA = Sum of the multiplication of grade points by the credits of the entire programme / Sum of the credits of the courses for the entire programme.

  Cumulative Grade Point Average [CGPA) = $\sum n \sum i C_{ni} G_{ni} / \sum n \sum l C_{ni}$

RANGE	CGPA	Grade	Classification of Result
95-100	9.5-10.0	O$^+$	**First Class- Exemplary***
90-94	9.0 and above but below 9.5	O	
85-89	8.5 and above but below 9.0	D^{++}	**First Class with Distinction***
80-84	8.0 and above but below 8.5	D$^+$	
75-79	7.5 and above but below 8.0	D	
70-74	7.0 and above but below 7.5	A^{++}	**First Class**
65-69	6.5 and above but below7.0	A$^+$	
60-64	6.0 and above but below 6.5	A	
55-59	5.5 and above but below 6.0	B$^+$	**Second Class**
50-54	5.0 and above but below 5.5	B	
45-49	4.5 and above but below 5.0	C$^+$	**Third Class**
40-44	4.0 and above but below 4.5	C	
0-39	**0.0 and above but below 4.0**	U	**Re-appear**

a. A candidate who has passed all the courses in the first appearance within the prescribed duration of the Certificate/Diploma programmes and secured a CGPA of 9 to 10 and equivalent grades "O" or "O$^+$" in Core and Project courses shall be placed in the category of "**First Class – Exemplary**".

b. A candidate who has passed all the courses in the first appearance within the prescribed duration of the Certificate/Diploma programmes and secured a CGPA of 7.5 to 9 and equivalent grades "D" or "D$^+$" or "D^{++}" in Core and Project courses shall be placed in the category of "**First Class with Distinction**".

c. A candidate who has passed all the courses of the Certificate/Diploma programmes and secured a CGPA of 6 to 7.4 and equivalent grades "A" or "A$^+$" or "A^{++}" in Core and Project courses shall be declared to have passed in "**First Class**".

d. A candidate who has passed all the courses examination of the Certificate/Diploma programmes and secured a CGPA of 5.0 to 5.9 and equivalent grades "B" or "B$^+$" in Core and Project courses shall be declared to have passed in "**Second Class**".

e. A candidate who has passed all the courses examination of the Certificate/Diploma programmes and secured a CGPA of 4.0 to 4.9 and equivalent grades "C" or "C$^+$" in Core and Project courses shall be declared to have passed in "**Third Class**".

BHARATHIAR UNIVERSITY, COIMBATORE 641 046

Department of English – University Department

(For the Candidates admitted during the academic year 2025-2026 onwards)

PROGRAMME STRUCTURE

Course Code	Title of the Course	Hours			Maximum Marks		
		Credits	Theory	Practical	CIA	ESE	Total
FIRST SEMESTER							
CCS 11	Fundamentals of Communication	4			25	75	100
CCS 12	English for Everyday Interaction	4			25	75	100
CCS 13	Writing Skills for Academic and Professional Purposes	4			25	75	100
CCS 14	Public Speaking and Presentation Skills	4			25	75	100
CCS 15	Soft Skills and Interpersonal Communication (Practical)	4			25	75	100
	Grand Total	**20**			**125**	**375**	**500**

PROGRAM EDUCATIONAL OBJECTIVES (PEOs)

These are broader goals describing what graduates are expected to achieve a few years after completing the Certificate— typically in their professional careers, community roles, and lifelong learning. The graduates will	
PEO1	Develop fundamental competence in English communication, enabling learners to express ideas clearly, accurately, and confidently in academic, professional, and everyday contexts.
PEO2	Acquire essential listening, speaking, reading, and writing skills that support effective interpersonal communication and workplace readiness.
PEO3	Build the ability to use language appropriately in diverse social, cultural, and professional situations with awareness of audience, purpose, and context.
PEO4	Cultivate confidence, fluency, and etiquette needed for presentations, interviews, group discussions, public speaking, and digital communication.
PEO5	Demonstrate ethical, responsible, and culturally sensitive communication practices while interacting with peers, professionals, and society.
PEO6	Use basic digital tools and multimedia platforms to create, edit, and share communication-based content in a professional manner.
PEO7	Engage in continuous self-improvement through reflective learning, feedback utilisation, and exposure to authentic communication environments.
PEO8	Apply communication strategies to resolve conflicts, build rapport, collaborate effectively, and enhance workplace productivity.
PEO9	Recognise the role of communication in personality development, career growth, community engagement, and social harmony.
PEO10	Become prepared for higher studies, competitive examinations, employability training, and communication-intensive professions.

PROGRAMME OUTCOMES (POs)

	Program outcomes reflect the expected knowledge, skills, and attitudes of graduates.
PO1	Demonstrate a clear understanding of the principles, processes, and types of communication, recognising barriers and strategies for effective communication in personal, academic, and professional contexts.
PO2	Apply appropriate verbal and non-verbal communication techniques to speak confidently and clearly in formal and informal situations, including discussions, interviews, presentations, and public speaking forums.
PO3	Develop and produce well-structured, coherent, and audience-appropriate written communication such as emails, reports, summaries, letters, and digital content.
PO4	Use active listening, empathy, and interpersonal skills to interact effectively with individuals and groups, fostering positive relationships and collaborative environments.
PO5	Analyse, interpret, and respond to spoken and written messages with clarity and critical insight, demonstrating the ability to evaluate information and construct meaningful feedback.
PO6	Use digital tools, multimedia platforms, and communication technologies to enhance message delivery, content creation, and online interactions responsibly and effectively.
PO7	Demonstrate professionalism through appropriate workplace etiquette, teamwork, problem-solving communication strategies, and customer/client interactions.
PO8	Adapt communication styles to suit diverse audiences, cultural backgrounds, and social contexts, promoting inclusiveness, respect, and sensitivity.
PO9	Uphold ethical standards by communicating with honesty, respect, and integrity, ensuring accuracy, confidentiality, and responsibility in all forms of communication.
PO10	Engage in ongoing reflection and practice to strengthen communication skills and adapt to emerging professional needs."

PROGRAM SPECIFIC OUTCOMES (PSOs)

PROGRAM SPECIFIC OUTCOMES (PSOs)	
The Specific teaching and classroom-related outcomes tied to the D.P.Ed curriculum are	
PSO1	Apply essential verbal and non-verbal communication skills in academic, social, and professional contexts with clarity, confidence, and correctness.
PSO2	Demonstrate effective LSRW skills suitable for workplace communication, presentations, digital communication, and interpersonal interactions.
PSO3	Compose clear and well-structured paragraphs, emails, reports, letters, and presentations with appropriate tone and style for various audiences.
PSO4	Use communication tools and e-media platforms (e.g., email, e-meetings, social media, workplace apps) responsibly for professional and academic engagement.
PSO5	Apply interpersonal and soft skills—teamwork, conflict resolution, active listening, empathy, and cultural sensitivity—in personal and professional settings.
PSO6	Analyse communication barriers and apply strategies to overcome linguistic, psychological, social, and technical obstacles to ensure effective communication.
PSO7	Demonstrate confidence in public speaking through structured speech delivery, voice modulation, articulation techniques, and engaging body language.
PSO8	Adapt communication strategies to multicultural, multilingual, and diverse environments, ensuring inclusiveness and respect in all interactions.
PSO9	Develop the ability to critically evaluate messages, media content, and communication situations, making informed decisions during interactions.
PSO10	Showcase professional etiquette, ethical communication practices, and a responsible digital footprint in academic, workplace, and public domains.

FIRST SEMESTER

Course Code	CCS 11	Title of the Course	
Core	Core I	**Fundamentals of Communication**	
Pre-requisite		**Basic awareness of communication and language use**	SyllabusVersion **2025-2026**

Course Objectives:

The main objectives of this course are to:
- Introduce the basic concepts and nature of communication
- Familiarise learners with various types and models of communication
- Provide knowledge on verbal and non-verbal communication
- Elaborate the barriers to effective communication and strategies to overcome them
- Explain recent trends, technologies, and applications in communication

Expected Course Outcomes:	

On the successful completion of the course, learner will be able to:

1.	Explain the basic meaning, nature, and process of communication	**K2**
2.	Identify and describe types and models of communication	**K3**
3.	Apply principles of verbal and non-verbal communication in real contexts	**K3**
4.	Analyse barriers to communication and suggest solutions	**K4**
5.	Discuss modern trends and digital communication platforms	**K2**

K1 **- Remember;** K2 **- Understand;** K3 **- Apply;** K4 **- Analyze;** K5 **- Evaluate;** K6– **Create**

Block-I	**INTRODUCTION TO COMMUNICATION**
	1. Unit 1: Meaning, Definition, and Nature of Communication 2. Unit 2: Purpose and Importance of Communication 3. Unit 3: Elements and Process of Communication
Block-II	**TYPES AND MODELS OF COMMUNICATION**
	1. Unit 4: Types of Communication: Intrapersonal, Interpersonal, Group, Mass Communication 2. Unit 5: Formal and Informal Communication – Upward, Downward, Horizontal, Grapevine
Block-III	**VERBAL AND NON-VERBAL COMMUNICATION**
	1. Unit 7: Verbal Communication – Oral and Written Forms 2. Unit 8: Non-verbal Communication: Kinesics, Proxemics, Paralanguage, Chronemics, Haptics
Block-IV	**BARRIERS TO EFFECTIVE COMMUNICATION**
	1. Unit 9: Emotional, Semantic, Organisational, and Cultural Barriers 2. Unit 10: Techniques for Improving Communication Effectiveness 3. Unit 11: Role of Feedback in Effective Communication
Block-V	**CONTEMPORARY COMMUNICATION**
	1. Unit 12: Digital Communication – Email, Social Media, Online Platforms 2. Unit 13: Communication in Professional Settings – Meetings, Interviews, Presentations 3. Unit 14: Ethical and Cross-cultural Aspects of Communication

Course Designed by:
Dr. V.SURESH, Deputy Director and Assistant Professor of English, CDOE, Bharathiar University, Coimbatore-641 046.

Reference Books
• Bovee, Courtland L., and John V. Thill. *Business Communication Today*. Pearson.   • McQuail, Denis. *McQuail's Mass Communication Theory*. Sage Publications.   • Sharma, R.C., & Mohan, Krishna. *Business Correspondence and Report Writing*. Tata McGraw Hill.
Related Online Contents [MOOC, SWAYAM, NPTEL, Websites etc.]
• https://egyankosh.ac.in/   • **https://www.communicationtheory.org/**

MAPPING WITH PROGRAMME OUTCOMES									
COs	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	S	S	M	S	S	S	M	S	S	M
CO2	S	S	S	S	M	S	S	S	S	S
CO3	S	M	S	S	S	S	S	M	S	S
CO4	S	S	S	S	S	M	S	S	S	S
CO5	S	S	S	M	S	S	S	S	M	S

S-Strong; M-Medium; L-Low

FIRST SEMESTER

Course Code	CCS 12	Title of the Course	
Core	Core II	**ENGLISH FOR EVERYDAY INTERACTION**	
Pre-requisite	Basic English language skills with ease in LSRW in everyday contexts.		SyllabusVersion **2025-2026**

Course Objectives:

The main objectives of this course are to:
- Enable learners to use English confidently in practical daily life situations.
- Develop communication skills for home, community, workplace, and academic settings.
- Provide situational dialogues for practicing real-world interactions.
- Strengthen functional grammar, vocabulary, fluency, and pronunciation.
- Build learners' confidence and appropriateness in everyday English usage.

Expected Course Outcomes:

On the successful completion of the course, learner will be able to:

1.	Familiarise learners with commonly used words, phrases, and expressions for daily communication.	K2
2.	Develop functional English skills for greetings, requests, enquiries, descriptions, instructions, and simple conversations.	K3
3.	Enhance speaking and listening proficiency for real-life situations.	K4
4.	Enable learners to handle basic social, academic, and workplace interactions using English.	K3
5.	Strengthen the ability to read and respond clearly to short messages, notices, and everyday texts	K2

K1 - Remember; K2 - Understand; K3 - Apply; K4 - Analyze; K5 - Evaluate; K6– Create

Block-I	**ENGLISH IN DAILY LIFE**	2 Hours
	Unit 1: Greetings, Introductions, Leave-taking and Talking about oneself and others Unit 2: Asking for and giving personal information and Everyday expressions Unit 3: Talking about habitual actions (simple present) and Gender-neutral and polite forms	
Block-II	**FUNCTIONAL ENGLISH FOR COMMON SITUATIONS**	3 Hours
	Unit 4: Making requests, offers, and suggestions and Asking for and giving directions Unit 5: Making enquiries and Telephonic communication Unit 6: Expressing needs, likes, dislikes, and preferences and Using modal verbs politely	
Block-III	**ENGLISH FOR SOCIAL AND COMMUNITY INTERACTION**	3 Hours
	Unit 7: Conversing in public places, Ordering food and booking tickets Unit 8: Fixing appointments, Small talk, and Describing Unit 9: Understanding announcements and public information	
Block-IV	**ENGLISH FOR WORKPLACE AND ACADEMIC SETTINGS**	2 Hours
	Unit 10: Basic workplace vocabulary and expressions and Simple instructions and responses Unit 11: Everyday Reading and Oratory Skills Unit 12: Form Filing, Message Writing	
Block-V	**DEVELOPING FLUENCY AND ACCURACY**	2 Hours
	Unit 13: Mastering Everyday English Speech Unit 14: Smart Speaking: Clarity, Confidence, Communication Unit 15: Real-World English: Speak Clearly, Connect Better	
	Total Lecture Hours	**12 Hours**

Course Designed by:

Dr. V.SURESH, Deputy Director and Assistant Professor of English,
CDOE, Bharathiar University, Coimbatore-641 046.

Reference Books and Practice Books

S. No	Title of the Book / Resource	Author / Publisher	Focus Area
1	*Functional English*	G. Leech & J. Svartvik (OUP)	Everyday functions, structures
2	*English for Everyday Use*	Peter Strutt (Pearson)	Daily conversation, real-life situations
3	*Spoken English*	R. K. Bansal & J. B. Harrison (Orient Blackswan)	Pronunciation, stress, intonation
4	*English Conversation Practice*	Grant Taylor (McGraw Hill)	Dialogues, conversation drills
5	*Basic Communication Skills*	Andrea J. Rutherford (Pearson)	Functional English, speaking
6	*Practical English Usage*	Michael Swan (OUP)	Grammar, usage, error correction
7	*English for Work and Everyday Life*	Cambridge English Skills Series	Real-life communication
8	*Oxford English for Careers* (Series)	Oxford University Press	Workplace English
9	*Check Your English Vocabulary* (Series)	Rawdon Wyatt (Bloomsbury)	Vocabulary development
10	*English Made Easy*	DK Publishing	Beginner-friendly visual English

Related Online Contents [MOOC, SWAYAM, NPTEL, Websites etc.]

S.No.	Website / Platform	Link	Use /Benefit
1	BBC Learning English	https://www.bbc.co.uk/learningenglish	Fluency
2	British Council–Learn English	https://learnenglish.britishcouncil.org	Accuracy
3	Cambridge English Online	https://www.cambridgeenglish.org/learning-english	Practicality
4	VOA Learning English	https://learningenglish.voanews.com	Clarity
5	Oxford Learner's Dictionary	https://www.oxfordlearnersdictionaries.com	Pronunciation
6	EnglishClub	https://www.englishclub.com	Interaction
7	Cambridge Skills Practice	https://www.cambridgeenglish.org	Communication

🖳 Mobile Apps

App Name	Purpose
Duolingo	Vocabulary and daily practice
Hello English	Indian-context English learning
BBC Learning English App	Pronunciation & listening
Cake App	Real-life conversations, speaking
Elsa Speak	Pronunciation correction

MAPPING WITH PROGRAMME OUTCOMES									
COs	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	S	S	M	S	S	S	M	S	S	M
CO2	S	S	S	S	M	S	S	S	S	S
CO3	S	M	S	S	S	S	S	M	S	S
CO4	S	S	S	S	S	M	S	S	S	S
CO5	S	S	S	M	S	S	S	S	M	S

S-Strong; M-Medium; L-Low

FIRST SEMESTER

Course Code	CCS 13	Title of the Course	
Core	Core III	**Writing Skills for Academic and Professional Purposes**	
Pre-requisite	Basic knowledge of English grammar and sentence formation.		SyllabusVersion **2025-2026**

Course Objectives:	

The main objectives of this course are to:

• Demonstrate clear, coherent, and well-organised writing suitable for academic and professional contexts.
• Apply correct grammar, appropriate tone, and effective structure across various writing tasks.
• Write meaningful essays, emails, reports, and essential workplace documents with logical flow.
• Use accurate vocabulary, formatting conventions, and stylistic features appropriate for different purposes.
• Edit and proofread written work to improve clarity, correctness, and overall effectiveness for academic and professional audiences.

Expected Course Outcomes:

On the successful completion of the course, learner will be able to:

1.	Write clear and well-organised academic and professional texts.	K3
2.	Use accurate grammar, vocabulary, and tone in all writing tasks.	K2
3.	Draft effective paragraphs, essays, emails, and basic reports.	K3
4.	Edit and proofread writing for clarity and correctness.	K3
5.	Prepare essential workplace documents with confidence.	K2

K1 - Remember; K2 - Understand; K3 - Apply; K4 - Analyze; K5 - Evaluate; K6– Create

Block-I	**FUNCTIONAL GRAMMAR AND VOCABULARY FOR WRITING BASICS OF ACADEMIC WRITING**
	Unit 1: Characteristics of Academic Writing Unit 2: Sentence Structure, Unity, and Coherence Unit 3: Paragraph Writing and Common Errors
Block-II	**ESSAYS AND SUMMARIES**
	Unit 4: Types of Essays and Their Features Unit 5: Organising Essays and Ensuring Logical Flow Unit 6: Note-making, Note-taking, and Summarising
Block-III	**PROFESSIONAL CORRESPONDENCE**
	Unit 7: Email Scripting—Format, Tone, and Etiquette Unit 8: Letter Writing—Formal, Semi-formal, and Special Types Unit 9: Memo, Notices, Circulars, and Official Communication
Block-IV	**REPORTS AND PROPOSALS**
	Unit 10: Features and Types of Reports Unit 11: Report Structure and Workplace Document Writing Unit 12: Editing and Proofreading Techniques
Block-V	**FUNCTIONAL GRAMMAR AND VOCABULARY FOR WRITING**
	Unit 13: Tenses in Formal Writing Unit 14: Word-power and Language Proficiency Unit 15: Enhancing Writing Accuracy and Clarity

Course Designed by:

Dr. V.SURESH, Deputy Director and Assistant Professor of English,
CDOE, Bharathiar University, Coimbatore-641 046.

Reference Books

- Bailey, Stephen. Academic Writing: A Handbook for International Students. Routledge.
- Hamp-Lyons, Liz & Heasley, Ben. Study Writing. Cambridge University Press.
- Gerson, Sharon & Gerson, Steven. Technical Communication: Process and Product. Pearson.
- Oshima, Alice & Hogue, Ann. Writing Academic English. Pearson Longman.
- Nordquist, Richard. Guide to Grammar and Composition. HarperCollins.
- Courtland L. Bovee & John V. Thill. Business Communication Today. Pearson.
- Raman, Meenakshi & Sharma, Sangeeta. Technical Communication: Principles and Practice. OUP.
- David J. Young. Writing for the Real World. Oxford University Press.
- Raju, Chitra. Professional Communication. McGraw Hill Education.
- Langan, John. College Writing Skills. McGraw Hill. Bovee,

Related Online Contents [MOOC, SWAYAM, NPTEL, Websites etc.]

1	• **https://quillbot.com/grammar-check**
	ELSA SpeakPronunciation improvement **https://elsaspeak.com/en/**

MAPPING WITH PROGRAMME OUTCOMES									
COs	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	S	S	M	S	S	S	M	S	S	M
CO2	S	S	S	S	M	S	S	S	S	S
CO3	S	M	S	S	S	S	S	M	S	S
CO4	S	S	S	S	S	M	S	S	S	S
CO5	S	S	S	M	S	S	S	S	M	S

S-Strong; M-Medium; L-Low

FIRST SEMESTER

Course Code	CCS 14	Title of the Course	
Core	Core IV	**Public Speaking and Presentation Skills**	
Pre-requisite	Basic English proficiency and fundamental communication skills necessary for confident speech preparation and delivery.		SyllabusVersion **2025-2026**

Course Objectives:	
The main objectives of this course are to: • Introduce learners to the fundamentals of public speaking and presentation skills. • Build confidence in speaking effectively in public and professional contexts. • Teach learners the structure and delivery of effective speeches and presentations. • Develop skills in voice modulation, articulation, non-verbal communication, and audience engagement. • Train learners to prepare and deliver presentations using digital tools.	

Expected Course Outcomes:		
On the successful completion of the course, learner will be able to:		
1.	Demonstrate confidence and competence in public speaking and professional presentations.	K3
2.	Structure speeches effectively with clear openings, bodies, and conclusions.	K2
3.	Employ voice control techniques including pitch, tone, volume, and clarity.	K3
4.	Design and use visual aids and digital tools to enhance presentations.	K3
5.	Practice appropriate communication etiquette and handle audience interactions skillfully.	K4

K1 **- Remember;** K2 **- Understand;** K3 **- Apply;** K4 **- Analyze;** K5 **- Evaluate;** K6– **Create**

Block-I	FOUNDATIONS OF PUBLIC SPEAKING
	Unit 1: Purpose and Types of Public Speaking; Qualities of an Effective Speaker Unit 2: Audience Analysis; Structuring a Speech—Opening, Body, Conclusion Unit 3: Overcoming Stage Fright and Anxiety, Building Confidence
Block-II	SPEECH PREPARATION AND DELIVERY
	Unit 4: Selecting Topics—Methods and Audience Relevance Unit 5: Researching and Organising Content—Using Stories, Examples, Persuasive Techniques Unit 6: Voice Control—Pitch, Tone, Volume, Pace; Articulation and Clarity
Block-III	PRESENTATION SKILLS
	Unit 7: Designing Effective Slides and Visual Aids (Charts, Images, Videos) Unit 8: Using Digital Tools for Presentations—PPT, Canva, Google Slides Unit 9: Team Presentations, Handling Questions, and Managing Interruptions
Block-IV	NON-VERBAL COMMUNICATION IN PUBLIC SPEAKING
	Unit 10: Body Language—Posture, Gestures, Facial Expressions Unit 11: Eye Contact and Movement—Managing Space and Audience Engagement Unit 12: Dress, Professional Appearance, and Creating a Positive Impression
Block-V	FUNCTIONAL SPEAKING PRACTICE
	Unit 13: Impromptu —Techniques and Real-Time Preparation Unit 14: Role Plays and Group Speeches—Interactive Communication Practice Unit 15: Informative, Persuasive, and Special Occasion Speeches; Mock Presentations and Feedback

Course Designed by:
Dr. V.SURESH, Assistant Professor of English, CDOE, Bharathiar University, Coimbatore

Reference Books

- Dale Carnegie – The Art of Public Speaking
- Stephen E. Lucas – The Art of Public Speaking
- Ajay Pandey – Public Speaking for Success
- Deborah Grayson Riegel – Go To The Point! How to Be Clear, Concise, and Compelling
- Garr Reynolds – Presentation Zen: Simple Ideas on Presentation Design and Delivery
- Scott Berkun – Confessions of a Public Speaker
- Chris Anderson – TED Talks: The Official TED Guide to Public Speaking
- English for Everyday Activities by Lawrence J. Zwier — Practical language for daily situations.
- The Art of Public Speaking by Stephen E. Lucas — Comprehensive public speaking guide.
- Communication Skills by Sanjay Kumar and Pushp Lata — Covers interpersonal and professional communication.

Related Online Contents [MOOC, SWAYAM, NPTEL, Websites etc.]

OPEN-ACCESS E-MATERIALS (Free & Legal Resources)

1. Toastmasters International – Public Speaking Resources: https://www.toastmasters.org/resources
2. TED Talks – Free Videos on Effective Speaking: https://www.ted.com/talks
3. Coursera (Audit Mode Free) – Introduction to Public Speaking: https://www.coursera.org/learn/public-speaking
4. edX (Audit Mode Free) – Public Speaking Courses: **https://www.edx.org/learn/public-speaking**
5. Saylor Academy – Public Speaking (Free Online Course & Materials): **https://learn.saylor.org/course/comm101**
6. University of Minnesota – Public Speaking Textbook (OTL): **https://open.umn.edu/opentextbooks/textbooks/77**
7. OER Commons – Communication & Presentation Skills Resources: **https://www.oercommons.org/**
8. Google Scholar – Free Articles on Communication & Public Speaking:**https://scholar.google.com/**

MAPPING WITH PROGRAMME OUTCOMES									
COs	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	S	S	M	S	S	S	M	S	S	M
CO2	S	S	S	S	M	S	S	S	S	S
CO3	S	M	S	S	S	S	S	M	S	S
CO4	S	S	S	S	S	M	S	S	S	S
CO5	S	S	S	M	S	S	S	S	M	S

S-Strong; M-Medium; L-Low

FIRST SEMESTER

Course Code	CCS 15	**Title of the Course**	
Core	**Core V**	**Soft Skills and Interpersonal Communication (Practical)**	
Pre-requisite	Basic proficiency in reading, writing, and comprehension; prior exposure to introductory communication/writing recommended.		Syllabus Version **2025-2026**

Course Objectives:

The main objectives of this course are to:
- Introduce principles of clear and effective academic and professional writing.
- Develop skills in structured paragraphs, essays, summaries, and professional documents.
- Enhance grammar, vocabulary, accuracy, tone, format, and style.
- Build confidence in presenting coherent written information.

Expected Course Outcomes:

On the successful completion of the course, learner will be able to:

1.	Write clear, well-organized academic and professional texts with structure and coherence.	K3
2.	Use accurate grammar, vocabulary, and tone suitable for diverse writing tasks.	K2
3.	Draft effective paragraphs, essays, emails, reports, and workplace documents.	K3
4.	Edit and proofread texts for clarity, correctness, and professionalism.	K4
5.	Prepare and present formal written communications confidently.	K5

K1 - Remember; K2 - Understand; K3 - Apply; K4 - Analyze; K5 - Evaluate; K6– Create

Block-I	**SELF-MANAGEMENT AND PERSONALITY DEVELOPMENT**

Unit 1: Self-awareness exercises, personality profiling, career self-assessment, SWOT analysis
Unit 2 Time-management practice: daily planners, prioritisation tasks, efficiency drills
Unit 3: Grooming, professional etiquette, body language, confidence-building activities

Block-II	**INTERPERSONAL COMMUNICATION SKILLS**

Unit 4: Active listening drills, response exercises, communication feedback sessions
Unit 5: Practice of communication styles: assertive, passive, aggressive (role plays)
Unit 6: Empathy development, feedback techniques, relationship-management activities

Block-III	**TEAMWORK AND COLLABORATION**

Unit 7: Team roles, responsibility allocation, accountability exercises
Unit 8: Leadership basics and decision-making through simulations and case activities
Unit 9: Group problem-solving tasks, conflict-management and negotiation role plays

Block-IV	**WORKPLACE SOFT SKILLS**

Unit 10: Workplace etiquette, professional conduct, office-scenario
Unit 11: Client handling, negotiation practice, stress-management techniques
Unit 12: Adaptability exercises, professional ethics discussions

Block-V	**EMPLOYABILITY PRACTICE SESSIONS**

Unit 13: Group Discussions and Mock Interviews
Unit 14: Role Plays and Workplace Situations
Unit 15: Presentation Skills and Communication Tasks

Course Designed by:

Dr. V.SURESH, Deputy Director and Assistant Professor of English,
CDOE, Bharathiar University, Coimbatore-641 046.

Reference Books

Butterfield, Jeff. Soft Skills for Everyone. Cengage Learning, 2019.
Kumar, Sanjay, and Pushp Lata. Communication Skills. Oxford University Press.
Balasubramanian, G. Soft Skills for Success. Orient BlackSwan.
Ramesh, Gopalaswamy, and Mahadevan Ramesh. The ACE of Soft Skills. Pearson.
De Janasz, Dowd, and Schneider. Interpersonal Skills in Organisations. McGraw Hill.
Mitra, Barun. Personality Development and Soft Skills. Oxford University Press.
Carnegie, Dale. The Quick and Easy Way to Effective Speaking. Pocket Books.
Bolton, Robert. People Skills. Touchstone.

Related Online Contents [MOOC, SWAYAM, NPTEL, Websites etc.]

- **NPTEL / SWAYAM Courses (Free Video Lectures)**
  Soft Skills – IIT Kanpur: Link: https://nptel.ac.in/courses/109/104/109104114

- **Developing Soft Skills and Personality – IIT Kanpur: Link: https://nptel.ac.in/courses/109/104/109104115**

- **Interpersonal Skills – IIT Kharagpur: Link: https://nptel.ac.in/courses/110/105/110105034**

MAPPING WITH PROGRAMME OUTCOMES									
COs	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	S	S	M	S	S	S	M	S	S	M
CO2	S	S	S	S	M	S	S	S	S	S
CO3	S	M	S	S	S	S	S	M	S	S
CO4	S	S	S	S	S	M	S	S	S	S
CO5	S	S	S	M	S	S	S	S	M	S

S-Strong; M-Medium; L-Low