

## BUSINESS ENGLISH AND COMMUNICATION SKILLS

MODULE TITLE	MODULE DESCRIPTION	OUTCOMES
<b>Module 1 : Communication Skills</b>		
<b>Unit 1 : Stress</b>	Stress words of the same spelling correctly to indicate different meaning, stress sentences to suggest specific meanings.	Being able to stress syllables, stress words so as to show them as nouns or verbs, knowing the stress on words by using a dictionary and finding out what they mean.
<b>Unit 2: Sound &amp; Pronunciation</b>	Pronounce correct vowel sounds and consonant sounds, Preliminary training on phonetics for correct pronunciations (UNIT WILL BE SUB-DIVIDED organs of speech and articulation into lessons)	Recognize the difference between vowel & consonant sounds; identifying sound types, differentiating correctly.
<b>Unit 3: Intonation</b>	Intonations of statements, questions, commands, salutations, requests, greetings, expressing doubts, disagreements, anxiety, anger, tact etc.	Being able to communicate meaningfully. <ul style="list-style-type: none"> <li>❖ The falling tune at the end of statements.</li> <li>❖ The rising tune at the end of affirmative and negative interrogation.</li> <li>❖ The rising falling tune to show one's feeling.</li> </ul>
<b>Unit 4: Listening Comprehension</b>	Answer comprehension questions on what is heard, listen to passage and write down what you retain. Understanding benefits of listening and worries to listening.	Being able to comprehend with immediacy as well as retaining important and relevant information.
<b>Unit 5: Grammar Exercise</b>	Using prepositions, conjunctions, active & passive voice, spotting error in sentences and sentence correction, spotting error of pronouns, direct & indirect speech phrasal verbs.	Being able to have a grip on the common structures and nuances of the English language.

**Module Duration: 7 weeks.**

<b>MODULE TITLE</b>	<b>MODULE DESCRIPTION</b>	<b>OUTCOMES</b>
<b>Module 2 : Advanced Communication Skills</b>		
<b>Unit 1 : Verbal &amp; Non-verbal Communication</b>	Encoding: generating facial expressions, gesture & posture. Decoding: interpretation of information from received sensations from previous experiences.	Being able to understand shared cues, learning eye contact, frequency of glance, blink rate, gestures and facial expressions.
<b>Unit 2: Strategies for effective communication</b>	Use affirming responses, be flexible, empathize rather than being detached.	Overcoming the barriers to listening focus on personal agenda should be avoided- not being distracted by critical evaluation, external environment etc.
<b>Unit 3: Presentation skills &amp; interviews</b>	Use affirming responses, be flexible, empathize rather than being detached.	Being able to generate content with confidence.
<b>Unit 4: Special occasion speeches public speaking &amp; Group / Panel discussions</b>	Speeches on occasions of farewell, welcome, introduction of company presentations on relevant topics.	Standing out in group situation while understanding the importance of team work.
<b>Unit 5: Reading skills &amp; Demonstrations</b>	How to read a story how to read a newspaper article demonstration of products	Accomplishing different modes of communication.

**Module Duration: 7 weeks.**

<b>MODULE TITLE</b>	<b>MODULE DESCRIPTION</b>	<b>OUTCOMES</b>
<b>Module 3 : WRITING SKILLS</b>		
<b>Unit 1 : Elements of effective business communication skills</b>	Developing clarity, style & correctness, timing of communication, recognition of audience, etc.	Being able to focus on speaker & not on internal commentary, being empathetic, asking questions, not stereotyping
<b>Unit 2: Writing agenda, minutes, notices, circulars, memos &amp; curriculum vital</b>	Writing CU with cover letter, formulating content in all business situations	Being able to write as effectively as possible
<b>Unit 3: Writing business letters and emails</b>	Letters of appeal, complaint & business responses, etc.	Understanding the difference in tone & format of writing depending on the difference in business situation.
<b>Unit 4: Advanced grammar</b>	Idioms & phrases, prefixes, choice of words & usage of appropriate business language.	Being able to construct crisp & correct content.

**Module Duration: 7 weeks.**

<b>MODULE TITLE</b>	<b>MODULE DESCRIPTION</b>	<b>OUTCOMES</b>
<b>Module 4 : INTERPERSONAL SKILLS, TIME MANAGEMENT &amp; TEAM BUILDING</b>		
<b>Unit 1 : MANAGING TIME EFFECTIVELY</b>	Accomplishing goals; delivering to deadline	Not saying 'no' or fattering
<b>Unit 2: HANDLING STRESS &amp; NERVOUSNESS</b>	Relation between stress & performance – how to handle it.	Overcoming performance anxiety.
<b>Unit 3: POSITIVE ATTITUDE AND LEADERSHIP ROLES</b>	How to work in a team / organisation skills / motivate co-workers	Developing skills to create a healthy professional environment.

**Module Duration: 7 weeks**