

# **Diploma in Communication & Life Skills**



**Community Colleges of Bihar**  
**Aryabhatta Knowledge University, Patna**

**Paper 9**

**General Content Paper – I**  
**Communication Skills**

**THEORY**

**1 Credit (15 Classes)**

Unit Number/Name	Theory/Practical	Topics Covered	Key Outcomes	No of Hours
Unit 1 - The meaning and process of Communication	Theory	Communication Cycle	Basics of Communication <a href="http://wfskillscollege.org/module-2/importance-of-communication-2/">http://wfskillscollege.org/module-2/importance-of-communication-2/</a>	1
		Types of Workplace Communication - Peer to Peer, Manager to Subordinate etc.		
		Types of Communication - Verbal Communication and Non-verbal Communication		
Unit 2 - Communication as a Skilled Behavior	Theory	Improving Personal Relationship	Interpersonal Communication <a href="http://wfskillscollege.org/module-2/asking-questions-2/">http://wfskillscollege.org/module-2/asking-questions-2/</a>  <a href="http://wfskillscollege.org/module-2/assertiveness-coming-soon-4/">http://wfskillscollege.org/module-2/assertiveness-coming-soon-4/</a>	1
		The importance of feeling and components of interpersonal skills		
		Empathy		
Unit 3 - Effective Communication	Theory	What is communication?	Guidelines of Effective Communication <a href="http://wfskillscollege.org/module-2/workplace-communication/">http://wfskillscollege.org/module-2/workplace-communication/</a>	1
		Common forms of Effective Communication		
		Guidelines for Effective Communication		
		Barriers in Communication		
Unit 4 - Listening Skills	Theory	Concept of Listening	Listening actively to the other person and responding appropriately <a href="http://wfskillscollege.org/module-2/active-listening-3/">http://wfskillscollege.org/module-2/active-listening-3/</a> <a href="http://wfskillscollege.org/module-2/non-verbal-communication-3/">http://wfskillscollege.org/module-2/non-verbal-communication-3/</a>	2
		Importance of Listening		
		Barriers to active listening		
		Tips for active listening – Show that you are listening through body language, Repeat what the other person said to confirm understanding, Asking Questions and Responding appropriately		
		How to use active listening at workplace		

Unit Number/Name	Theory/Practical	Topics Covered	Key Outcomes	No of Hours
Unit 5 - Speaking Skills	Theory	Understanding Oral/Spoken communication skills	Improved speaking skills in a work environment	3
		Punctuation		
		Review Correct pronunciation of the commonly mispronounced words		
		Modulating your voice to express emotions.		
		Choice of words		
		Public Speaking		
		Telephone Etiquette		
Unit 6 - Reading Skills and Writing Skills	Theory	Use of Articles	Improved reading and writing skills in a work environment - <a href="http://www.ascd.org/publications/books/113007/chapters/Reading-for-Meaning.aspx">http://www.ascd.org/publications/books/113007/chapters/Reading-for-Meaning.aspx</a>	3
		Why reading and writing skills are important?		
		Examples of when reading and writing skills are useful at work		
		Types of written communication at workplace		
		Techniques for reading		
		Reading for meaning – Charts, Poem, Story, Complex Document		
		Constructing Meaningful Sentences		
		Writing Effective Emails		
Unit 7 - Leadership Communication	Theory	Understanding the role of a leader	Understanding the nuances of being a leader <a href="http://wfskillscollege.org/module-4/problem-solving/">http://wfskillscollege.org/module-4/problem-solving/</a>	1
		Different leadership styles		
		Contingency and Situational Leadership		
		Problem Solving Skills		
		Setting performance goals		
		Formal and Informal Groups		
		Encouraging group participation		
		Ways to communicate with the team		
Influencing group performance				
Unit 9 - Group Discussion	Theory	Different types of group communication - Meeting, Focus Groups,	Understanding the right attitude and manners for group meetings/discussion <a href="http://wfskillscollege.org/module-4/teamwork-2/">http://wfskillscollege.org/module-4/teamwork-2/</a>	1
		Meeting Etiquette - Guidelines for group communication		
		Establishing effective working relationships with others		
		Adopting an Open Attitude		
		Equal opportunity for all to contribute		
Unit 10 - Evaluating Communication Skills	Theory	How to write an official letter?	Guidelines for official written communication	1
		How to write a resume?		
		Writing an informative and factual report		
		Taking/Answering questions		
<b>Total Hours</b>				<b>15</b>
<b>Total Credits</b>				<b>1</b>

**PRACTICALS  
Classes)**

**2 Credits (60**

Unit Number/Name	Theory/Practical	Activity	Key Outcomes	No of Hours
Unit 1 - The meaning and process of Communication	Practical	Role-play - demonstrate non-verbal communication (body language)	Demonstrate understanding of the meaning and process of communication	5
		Group Activity - Highlighting Characteristics of different types of communication		
		Scenario based role-play - Peer to Peer, Supervisor to Subordinate and Subordinate to Supervisor's manager		
Unit 2 - Communication as a Skilled Behavior	Practical	Role-plays - Work related scenarios/ Job seeking scenarios	Demonstrate communication skills at workplace	5
		Group Activity - Discuss various situations that demand your empathy and ways to display empathy		
		Group Activity - Creating Flipcharts/ Chart paper showing various interpersonal skills required at workplace		
Unit 3 - Effective Communication	Practical	role-plays	Demonstrate clear and crisp communication through role-plays	6
		Presentation on Effective Communication		
Unit 4 - Listening Skills	Practical	Listening to audio files and answering questions	Display active listening skills	6
		role-plays - demonstrating active listening through verbal and non-verbal communication		
		Observe a display of good listening skills and bad listening skills - Share analysis with the class		
Unit 5 - Speaking Skills	Practical	Role-play - Telephone conversation at workplace	Demonstrate ability to speak fluently and clearly in public	9
		Group Discussions		
		Debates		
		Spot Speech		
		Audio CDs- How people talk? - Observe and Analyze		
Unit 6 - Reading Skills and Writing Skills	Practical	Role-play Scenarios - Reading office communication like MEMO, E-mails etc. to understand the meaning.	Demonstrate ability to read and write workplace related communication	6
		Group Activity - Create Chart papers to summarize best practices for improving reading and writing skills		
		Scenario based writing exercises - Writing a resume, Letter to the principle/manager, writing emails		

Unit Number/Name	Theory/Practical	Activity	Key Outcomes	No of Hours
		Group activity - Reading exercises in groups (paragraph from newspaper or magazine and sharing meaning )		
Unit 7 - Leadership Communication	Practical	Brainstorming in groups to solve a given situational problem	Demonstrate understanding of leadership	6
		role-plays/Skit to show the role of a leader in the organization		
		Discuss and list down the rights and responsibilities of a leader on a chart paper		
		Taking initiative - A quality of a leader - Video clips		
		Brainstorm ideas to overcome difficult leadership situations		
		Group Discussions - Talk about a favorite leader and why is he/she favorite?		
Unit 8 - Team Communication	Practical	Writing emails to communicate a good news to the team members	Demonstrates the ability to work with a team	8
		Communicating a bad news to the team members		
		role-plays - Conducting meetings to do goal setting and influencing team members to perform better		
		Brainstorm ideas to overcome difficult leadership situations		
		Create chart papers - List the challenges of working in a group and how to overcome them		
Unit 9 - Group Discussion	Practical	Create chart paper with Do's and Don'ts of Meeting Etiquette	Demonstrates the ability lead discussions	6
		role-plays - Scenario based role-plays to show good and bad behavior in Group Discussions		
		Watch Video clips of good etiquette displayed in a Group Discussions		
Unit 10 - Evaluating Communication Skills	Practical	Public Speaking	Evaluating communication skills	3
		Letter Writing		
		Resume Writing		
		Email Writing		
<b>Total Hours</b>				<b>60</b>
<b>Total Credits</b>				<b>2</b>

**Community Colleges of Bihar**  
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**Paper 10**

**General Content Paper – II**  
**Life Skills**

**THEORY**

**1 Credit (15 Classes)**

Unit Number/Name	Theory/ Practical	Topics Covered	Key Outcomes	No of Hours
Unit 1 - Self Awareness and Creating Self-Image	Theory	SWOT (Strengths/Weakness/ Opportunities and Threats)Analysis	Understanding of self	2
		Intrapersonal Emotional Quotient		
		Self-confidence		
		Self-esteem		
		Self-development		
		Self - respect		
		Personal Hygiene		
Unit 2 - Empathy	Theory	Grooming and Dress code	Understanding the importance of empathy and its use in a work environment	1
		Interpersonal Emotional Quotient		
		Importance of relationship		
		Understanding ourselves and others		
		Presentation of thoughts and ideas		
Unit 3 - Good Manners	Theory	Learning and respecting value system	Awareness and importance of good manners	2
		Tackling issues and need fulfilment		
		Importance of Good manners		
		Greeting & Introduction		
		Conversational Skills		
Unit 4 - Effective Communication	Theory	Telephone Etiquette	Communication skills	1
		Workplace Etiquette		
		Awareness of cultural differences and Being sensitive to the differences		
		Building rapport		
Unit 5 - Decision Making	Theory	How to ask Questions intelligently	Understanding of decision making and tools that help make decisions	1
		Cyber ethics		
		Facing an Interview		
		Analyzing Information		
		Brainstorming Ideas		
		Constructive Decision Making		
		Action for Decision Making		
		Planning (Fact finding)		
Implementation and Evaluation				
Communicating properly				
Awareness of Decision Making tools				

Unit Number/Name	Theory/ Practical	Topics Covered	Key Outcomes	No of Hours
Unit 6- Problem Solving	Theory	Identifying Problems	Identifying steps to solve problems	2
		Accepting		
		Analyzing		
		Alternatives		
		Prioritizing		
Unit 7 - Creative Thinking	Theory	Solving Problem	Encourage creative thinking	1
		Generating new ideas		
Unit 8 - Work Ethics	Theory	Elaborate the ideas	Understanding work ethics and values that employers seek in employees	2
		Punctuality		
		Dependability		
		Efficiency		
		Discipline		
		Accountability		
Unit 9 - Coping with Stress and Time Management	Theory	Team Work	Understanding different causes of stress and ways to overcome the same	2
		Motivation		
		Recognizing the sources of Stress		
		Effects of Stress		
		Managing Stress		
		Value of Time		
Unit 10 - Coping with Emotions	Theory	Importance of Time Management	Understanding the importance of coping with emotions in work environment	1
		Tips and techniques for Time Management		
		Recognizing Emotions : Love, Patience and Honesty		
		Handling ones' own emotions and understanding others' emotions		
		Influence of Emotion on Behavior		
		Self-motivation and Self-satisfaction		
		Coping with Anger		
Coping with Fear				
Importance of Prayer and Spirituality				
<b>Total Hours</b>				<b>15</b>
<b>Total Credit</b>				<b>1</b>



## PRACTICALS

**2 Credits (60 Classes)**

<b>Unit Number/Name</b>	<b>Theory/ Practical</b>	<b>Topics Covered</b>	<b>Key Outcomes</b>	<b>No of Hours</b>
Unit 1 - Self Awareness and Creating Self-Image	Practical	Role-plays	Demonstrating understanding of self	7
		Skits		
		Power Point Presentations		
		Group Discussions		
		Conducting SWOT analysis for self and then review with peer		
Unit 2 - Empathy	Practical	Role-plays - Scenario based	Demonstrates understanding of empathy	4
		Case Study		
		Sharing personal experiences - Group activity		
Unit 3 - Good Manners	Practical	Role-plays - Greeting and Introduction	Demonstrates good manners and conversational skills using the tips learnt in the theory classes	6
		Audio Clip Questionnaire		
		Group Activity - Practice small talk with colleague		
		Games and activity around conversational skills		
		Tell me a story		
		Role-plays - Telephone Etiquette		
Unit 4 - Effective Communication	Practical	Role-plays - Building Rapport	Demonstrates effective communication skills by listening and responding appropriately in the role-plays	7
		Do's and Don'ts - Cyber ethics - Chart making activity		
		Group Discussion - How to ask questions?		
		Demonstration on effective Listening - Role-plays		
		Demonstration on appropriate response - Role-plays		
		Role-plays - How to face interviews?		
Unit 5 - Decision Making	Practical	Group Activity - Decision Making	Demonstrates decision making skills	6
		Case Studies		
		Using techniques to reach common ground - Group Activity		
		Role-plays - Scenario based		
Unit 6- Problem Solving	Practical	Brain Storming Session	Demonstrates ability to solve problems	6
		Solving a problem using the techniques shared - Group Activity		
		Avoiding communication blocks - Role-plays		
Unit 7 - Creative Thinking	Practical	Video Clips	Demonstrates ability to think creatively	4
		Group Discussion		
		Brain Storming Session		
		Working in Groups - Create innovative solution to the problem		

<b>Unit Number/Name</b>	<b>Theory/ Practical</b>	<b>Topics Covered</b>	<b>Key Outcomes</b>	<b>No of Hours</b>
Unit 8 - Work Ethics	Practical	Play a Skit - Good Ethics and Bad Ethics	Demonstrates best practices of work ethics through role-plays and discussions	6
		Do's and Don'ts - Work ethics - Chart making activity		
		Case Studies		
		Group Discussions		
Unit 9 - Coping with Stress and Time Management	Practical	Case Studies	Demonstrates understanding of stress and ways to overcome the same	7
		Group Discussions		
		Stress is internal or external - Debate		
		How to control stress levels? - PowerPoint Presentation		
		Role-plays		
		How to manage time? - Case study/Group Activity		
Solve time management issues - Case Study - Using the techniques shared				
Unit 10 - Coping with Emotions	Practical	Learning to relax	Displays positive attitude through group discussions and activities	7
		Tips to manage anger at workplace - Chart making activity		
		Video Clips		
		Group Discussions - What motivates me? How to stay motivated in life and at work?		
		Skits/Play		
<b>Total Hours</b>				<b>60</b>
<b>Total Credit</b>				<b>2</b>