

## English Speaking and Communication Skills

Advanced (40 hrs)

### Course Planner

S.No.	Subject	Subtopics	Duration (Hrs.)
1	Personality Development	<p>Telling them what PD means</p> <p>How Personality Develops in a negative and positive way.</p> <p>Tips to develop Personality.</p> <p>How to give proper introduction and importance of introduction.</p> <p>Assessing students and conducting a feedback session.</p>	3
2	Attitude	<p>Right meaning of Attitude.</p> <p>How attitude makes all the difference.</p> <p>Glimpse about positive and negative attitude.</p> <p>How the Attitude is formed.</p> <p>Giving them some scenarios and judging their attitude on how they are reacting to that situation.</p> <p>How you can end negative vibes in a positive one.</p> <p>How to transform Negative attitude in a Positive attitude.</p> <p>Showing some clips which can change negative into positive attitude.</p> <p>Revealing the Ultimate Secret.</p>	2

3	Culture Training	<p>Introduction to UK Culture  Introduction to US Culture  Basic sounds  How to control accent?  Phonetics</p>	3
4	Phone Handling skills	<p>Introduction to phone handling.  Opening, closing and putting on hold calls.  Making and Receiving calls.  Hot/cold transfer of calls.  Participating in Conference calls.</p>	3
5	Effective Presentation Skills	<p>3 Presentation Essential.  I. Use visual aids where you can  II. Rehearse, Rehearse and Rehearse  III. 3 parts of presentation. The beginning, the middle and the end.  How we take in Information during a presentation.  Right way to rehearse.  Connecting with Audience Properly.</p>	3
6	Problem Solving skills	<p>First making them understand from where the problem Originated.  What can be the causes of poor problem solving?  Some basic approaches to problem solving.  Process of problem solving.  Some basic case studies.  Giving some scenarios and asking them to solve it.</p>	2

7	Leadership Skills	<p>Making them understand what do we mean by leader and leadership skills.  Effective leadership skills.  Show videos related to leadership skills.  How they can utilize these leadership skills in their life.  Assessment quiz to evaluate their leadership skills.</p>	2
8	Stress Management	<p>Introduction to corporate sector  Causes of time and stress management.  Myths about time and stress management.  Major causes of workplace stress.  Some Big time wasters.  Simple techniques to manage stress.</p>	1
9	Anger Management	<p>Difference between Anger and Aggression.  Making them understand the initial step from where anger started.  How anger got triggered.  Anger cues.  How do you experience anger?  Myths about anger.  Effects of anger.  Tips for anger management.</p>	1
10	Body Language	<p>Basics of body language.  Session on body language-“Territories and Zones, Proper Hand shakes”  Body language-“Arm and Leg Barriers”  Hand and palm gestures.  Courtship gesture.</p>	2

11	Corporate Training	Corporate Etiquette. Cultural Communication. How to make contacts (Networking). How to survive office politics. Surviving Interviews.	1
12	First Impression	Key tips to make long lasting impression. How to make others feel when you speak to them? What people look when they approach you? The Art of being approachable. Proper Handshakes.	1
13	Group Discussion	What do we mean by group discussion? What is the difference between GD and Debate? Why big firms and Colleges empathize more on GD? While conducting GD what do they actually look into? Importance tips to do well in GD. Best scoring points in GD. Some Videos presenting the right way to conduct GD. Assessing them on how they perform in GD.	6
14	Effective Resume writing	Why do we require resumes? Difference between Resume, Biodata and CV. Basic contents to be include in resume. Different types of resume formats. What are Cover letters? How to write cover letters?	2

15	Preparation for job interview	Taking care of basic body language while going for an interview. Corporate dressing. Job interview preparation tips. Some basic question asked in interview and how to answer it properly. Different type of job interviews. How to be more spontaneous while answering question. Maintaining proper eye contact. If you don't know the answer of a particular question how to skip in a manipulative way. Conducting mock interviews. Salary negotiation skills.	8
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