

Saraswati Mahila Mahavidhyalaya, Palwal

Lesson Plan of M.A. English (2022)

Subject: Communication and Soft Skills

Semester: II

Course Code: 161MSF2

LECTURES	TOPIC
L 1-10	UNIT- I: Communication Skills- Concept, characteristic and process of Communication, 7C's of communication, listening skills, verbal communication, non-verbal communication, body language, art of meeting and greeting, making effective communication
L 11- 25	UNIT-II: Presentation skills- Difference between speech and presentation, handling of presentation audience questions, , holding meetings, group discussion and interviews, structuring a presentation, delivering the presentation, situational presentation.
L 25- 40	UNIT- III: Behavioral skills: Positive-attitude, self- management, problem-solving skills, time- management skills, anger management, coping skills, assertiveness team building skills.
L 40-50	UNIT-IV: Business Etiquette: Business dress and grooming, office courtesies, etiquettes for special occasions, meeting etiquettes, dining etiquettes