

Certificate Course in Soft skill and Communicative English (6 Months)

S.No	Topic
1	Brief introduction to: Spoken variety of English, the two chief spoken varieties-British and American; Indian English and idea of a neutral accent.
2	Consonant sounds, Vowel sounds in English: Pure vowels (Long vowels and short vowels)Phonetic Symbols,
3	Refresher classes on English Grammar and Vocabulary
4	Connected Speech: Word stress and sentence stress
5	Reading from texts, computer aided teaching and learning exercises
6	Entry behavior evaluation, Introductory Module on Personality Development
7	Presentation and speech giving techniques
8	Module on Office Etiquette
9	Module on Customer Care
10	Telephone handling Techniques
11	Module on Active Listening
12	Module on Product features and benefits
13	Module on call structure
14	Module on objection handling and questioning Techniques
15	Power point Presentation
16	Module on Telemarketing and Prospecting
17	Module on Complain handling and handling of difficult people
18	Group Discussion
19	Lesson on 'How to Face Interview', Body Language,
20	Debating Competition
21	Conduction of role-plays
22	Conducting Mock interviews
23	Interactive sessions