



DEPARTMENT OF ENGLISH

UNIVERSITY OF LADAKH

Khumbathang, Kargil-194105

SOFT SKILLS AND COMMUNICATIVE ENGLISH

(Six Months Certificate Course)

Course Credit: 12

Max. Marks: 400

Duration: Six Months (540 hrs)

1. Introduction

In today's globalized landscape, adept communication and essential soft skills have emerged as pivotal assets for personal and professional development. Acknowledging this critical demand, the Department of English, University of Ladakh, proudly introduces its comprehensive certificate course on 'Soft Skills and Communicative English'. Rooted in academic prowess and practical utility, this program aims to furnish participants with indispensable competencies vital for navigating the dynamic and competitive modern milieu.

At its core, effective communication serves as the linchpin of success across diverse arenas, from classrooms to corporate realms and beyond. Our certificate course delves deeply into the intricate facets of communication spanning verbal and non-verbal dynamics, interpersonal finesse and cross-cultural fluency. Through a transformative journey, participants refine their abilities to articulate thoughts cogently, engage empathetically and listen attentively.

Central to our program is a meticulously crafted curriculum tailored to address the diverse needs and aspirations of our participants. Each module seamlessly blends theoretical underpinnings with practical applications. Through interactive engagements, real-world simulations and personalized feedback mechanisms, participants gain invaluable hands-on experience. By fostering an inclusive learning environment that celebrates diversity, we empower participants to communicate effectively in any context. This certificate course promises a transformative journey for those seeking to enhance their communication prowess and soft skills acumen. Whether a student embarking on academic pursuits, a professional aiming to advance career prospects or an individual pursuing personal growth, this program offers a comprehensive toolkit for success in an interconnected world. Join us in unravelling the power of effective communication and mastering soft skills, as we embark on an enriching expedition toward personal and professional excellence.

2. Course Overview

Our certificate course in 'Soft Skills and Communicative English' comprises four meticulously designed modules, each focusing on essential aspects of communication, language proficiency, personality development, and English grammar. Through a combination of theoretical insights, practical exercises, interactive sessions, and real-world applications,



participants will acquire the knowledge, skills and confidence needed to excel in today's competitive landscape.

I. Communication Skills

The first module delves into the nuances of effective communication, emphasizing verbal, nonverbal and written communication techniques. Participants will explore communication models, principles, and strategies, learning to express themselves articulately, listen actively, and engage in meaningful dialogue. Practical exercises and role-playing scenarios will sharpen participants' communication competencies enabling them to communicate with clarity, confidence, and impact in various personal and professional settings.

II. Language Skills

In the second module, participants will embark on a journey to enhance their language proficiency, encompassing both spoken and written communication. Through intensive language practice sessions, vocabulary-building exercises, and grammar drills, participants will refine their language skills, enriching their expressive capabilities and linguistic fluency. By immersing themselves in the intricacies of language usage, participants will gain the confidence to communicate effectively and eloquently in diverse contexts.

III. Personality Development Skills

The third module focuses on nurturing holistic personal development encompassing aspects such as self-awareness, self-confidence, emotional intelligence and interpersonal skills. Through introspective exercises, personality assessments, and interactive workshops, participants will embark on a transformative journey of self-discovery and self-improvement. By honing their interpersonal skills, cultivating a positive self-image, and developing resilience in the face of challenges, participants will emerge as confident empowered individuals poised for success in both personal and professional realms.

IV. Introduction to English Grammar

In the final module, participants will delve into the fundamentals of English grammar, laying the groundwork for precise, grammatically correct communication. From basic sentence structure to advanced grammatical concepts, participants will gain a comprehensive understanding of English grammar rules and conventions. Through engaging lectures, interactive exercises and practical applications, participants will refine their grammatical proficiency, eliminating common errors and enhancing the clarity and coherence of their written and spoken communication.

3. Course Outcomes

- Develop foundational communication skills encompassing soft skills, basic communication principles, verbal and nonverbal communication, overcoming barriers, assertiveness, emotional intelligence and cultural sensitivity.
- Acquire essential communication techniques for personal and professional success, including persuasive communication, negotiation, public speaking, storytelling, rapport-building and managing difficult conversations.
- Master advanced concepts in interpersonal communication, including theories, social exchange, relational dialectics, personality communication, interpersonal attraction, technology's role, ethics, competence, power dynamics, empathy and perspective.



- Enhance listening skills through active techniques, concentration enhancement, note-taking strategies, empathetic listening, barrier overcoming, critical listening, memory retention, effective questioning and feedback reflection.
- Attain proficient reading skills covering speed reading, comprehension, active vs. passive reading, critical reading, skimming, scanning, recognizing main ideas, synthesizing information across genres and enhancing summarization abilities.
- Develop advanced writing skills, meeting high expectations, adapting styles, employing conciseness and precision, refining language, using active voice, crafting precise introductions and conclusions, addressing counterarguments and implementing self-revision.
- Cultivate effective communication and documentation skills, including presentation techniques, memory enhancement strategies, and technical writing proficiency, to convey information, engage audiences and produce clear and concise documentation.
- Enhance personal growth and professional advancement by fostering positive attitudes, self-confidence, time management strategies, leadership abilities, and communication proficiency, leading to success in personal and professional endeavours.
- Demonstrate proficiency in identifying and correctly using various parts of speech, understanding and applying different verb tenses and voices, enhancing vocabulary, identifying and rectifying common grammatical errors, and crafting polished and articulate written pieces.
- Acquire comprehensive writing skills necessary for effective writing, demonstrating proficiency in crafting various types of essays with clear order, organization, and attention to key aspects of essay writing, resulting in polished and articulate written pieces.

4. Course Credit Structure

C/No	Course Title	Course Code	Credit	Marks
01.	Communication Skills	ENG-01-CC	3	100
02.	Language Skills	ENG-02-CC	3	100
03.	Personality Development Skills	ENG-03-CC	3	100
04.	Introduction to English Grammar	ENG-04-CC	3	100

4.1 Course Credit Lectures (as per UGC Guidelines)

- The HEI shall use a credit mechanism for designing course structure. A short-term skill development course in any stream shall be of at least 12 credits and a maximum of 30 credits. The short-term skill development course must have a greater focus on practical learning.
One credit = 15 hours for Theory – One hour per week
One credit = 30 hours for Practical/Skill training – two hours per week
- The maximum student intake in one short-term skill development course should not exceed 60 for each cohort. The HEI may start multiple cohorts of any course depending on the demand of the course and the suitable infrastructure/faculty availability.



- iii. The minimum faculty-student ratio shall be 1:30 or whatever is applicable in the respective HEI.

5. Comprehensive Content Breakdown of Each Course

5.1 Course 01: Communication Skills (ENG-01-CC)

CONTENTS

UNIT I: Foundations of Effective Communication-I

- Understanding Soft Skills
- Introduction to Communication Skills
- Verbal and Nonverbal Communication
- Communication Barriers
- Assertiveness Training
- Emotional Intelligence in Communication
- Cultural Sensitivity in Communication

UNIT II: Foundations of Effective Communication-II

- Persuasive Communication Techniques
- Negotiation Skills and Conflict Resolution
- Public Speaking: Preparation and Delivery
- Storytelling as a Communication Tool
- Influence and Impact: Building Rapport
- Handling Difficult Conversations

UNIT III: Advanced Interpersonal Communication

- Interpersonal Communication Theories
- Social Exchange Theory
- Relational Dialectics
- Personality Theory of Communication
- Interpersonal Attraction and Communication
- Technology and Interpersonal Communication
- Interpersonal Communication Ethics
- Interpersonal Communication Competence: Skills and Strategies
- Managing Interpersonal Power Dynamics: Empowerment and Influence
- Empathy and Perspective-taking: Enhancing Interpersonal Understanding

PRACTICAL WORK (Selected)

Soft Skills Self-Assessment, Communication Styles Analysis, Communication Barriers Role-play, Assertiveness Role-play, Persuasive Communication Exercise, Negotiation Simulation Storytelling Exercise, Handling Difficult Conversations Role-play, Theories Discussion,



Interpersonal Attraction Exercise, Interpersonal Communication Ethics Scenarios: Students discuss ethical dilemmas related interpersonal communication and brainstorm ethical solutions. Interpersonal Communication Competence Assessment, Power Dynamics Role-play, Cross-cultural Communication Simulation exercise, Gender and Communication Discussion, Reflective Journaling, Case Studies, Empathy-building Activities.

OBJECTIVES

- To develop fundamental communication skills covering soft skills, basics, verbal/nonverbal communication, barrier resolution, assertiveness, emotional intelligence and cultural awareness.
- To acquire key communication skills for personal and professional success, such as persuasion, negotiation, public speaking, storytelling, rapport-building and handling tough conversations.
- To master advanced interpersonal communication concepts including theories, social exchange, relational dialectics, personality, attraction, technology's role, ethics, competence, power dynamics, empathy and perspective.

SUGGESTED BOOKS

- DeVito, J. A. (2018). *The Interpersonal Communication Book* (14th ed.). Pearson.
- Guerrero, L. K., DeVito, J. A., & Hecht, M. L. (2016). *The Nonverbal Communication Reader: Classic and Contemporary Readings* (4th ed.). Waveland Press.
- Nelson-Jones, R. (2016). *Assertiveness: How to Stand Up for Yourself and Still Win the Respect of Others* (5th ed.). Routledge.
- O'Hair, D., Friedrich, G. W., & Dixon, L. G. (2019). *Strategic Communication in Business and the Professions* (8th ed.). Pearson.
- Fisher, R., Ury, W., & Patton, B. (2011). *Getting to Yes: Negotiating Agreement Without Giving In* (3rd ed.). Penguin Books.
- Lucas, S. E. (2018). *The Art of Public Speaking* (13th ed.). McGraw-Hill Education.
- Wood, J. T. (2019). *Interpersonal Communication: Everyday Encounters* (9th ed.). Cengage Learning.
- Baxter, L. A., & Braithwaite, D. O. (2016). *Engaging Theories in Interpersonal Communication: Multiple Perspectives*. Sage Publications.
- West, R., & Turner, L. H. (2018). *Introducing Communication Theory: Analysis and Application* (6th ed.). McGraw-Hill Education.

5.2 Course 02: Language Skills (ENG-02-CC)

UNIT I: Listening Skills

- Types and Techniques of listening
- Barriers to Active Listening
- Overcoming Barriers to Active Listening
- Improving Concentration for Effective Listening
- Note-taking Strategies during Lectures
- Practicing Empathetic Listening



- Developing Critical Listening Skills
- Memory Retention through Active Listening
- Asking Effective Questions for Clarification
- Feedback and Reflection on Listening Skills

UNIT II: Reading Skills

- Types of Reading
- Speed Reading Techniques for Efficiency
- Strategies for Comprehension and Retention
- Active vs. Passive Reading
- Critical Reading: Analysing Texts for Deeper Understanding
- Recognizing Main Ideas and Supporting Details
- Contextual Understanding: Inferences and Implications
- Reading Across Different Genres and Styles
- Summarizing and Synthesizing Information from Texts

UNIT III: Writing Skills

- Streamlined Approaches to Pre-writing, Drafting, and Editing
- Mastery in Adapting Style for Diverse Audiences
- Advanced Techniques for Conciseness and Precision
- Refining Language through the Elimination of Redundancies
- Utilizing Active Voice and Unambiguous Language
- Precision in Crafting Introductions and Conclusions
- Advanced Methods for Coherence and Flow
- Advanced Organizational Strategies for Impactful Writing
- Advanced Tactics for Compelling Argumentation
- Sophisticated Approaches to Addressing Counter Argument
- Advanced Techniques for Self-Revision and Peer Review

PRACTICAL WORK (Selected)

Active Listening Role Plays, Concentration Building Exercises, Note-taking Practice Sessions, Empathy Building Scenarios, Overcoming Listening Barriers Simulation, Critical Listening Analysis Tasks, Memory Retention Challenges, Questioning Technique Workshops, Peer Feedback Sessions on Listening Skills, Reflective Journaling on Listening Experiences, Speed Reading Drills, Comprehension Check Exercises, Active vs. Passive Reading Contrasts, Text Analysis Workshops, Skimming and Scanning exercises, Idea Identification Tasks, Inference and Implication Scenarios, Genre Exploration Book Clubs, Summarizing and Synthesizing Quizzes, Reading Response Essays, Pre-writing Brainstorming Sessions, Audience Analysis Role-playing, Style Adaptation Writing Prompts, Conciseness Editing Challenges, Wordiness Reduction Exercises, Active Voice Writing Assignments, Introduction and Conclusion Crafting Workshops, Paragraph Coherence Sorting Activities, Logical Organization Puzzle Tasks, Persuasive Argument Debates

OBJECTIVES



- This course aims to improve listening skills with active techniques, concentration enhancement, and note-taking strategies. Students will develop empathetic listening, overcome barriers, and hone critical listening skills, fostering memory retention and effective clarification through feedback and reflection.
- The course targets proficient reading skills, covering speed reading, comprehension, and distinguishing active from passive reading. Students will master critical reading, skimming, scanning, recognizing main ideas, and synthesizing information across genres, enhancing summarization abilities.
- Students will master advanced writing skills. They'll learn to meet high expectations, adapt styles, employ conciseness and precision, refine language, use active voice, and craft precise introductions and conclusions, including addressing counterarguments and implementing self-revision.

SUGGESTED BOOKS

- Goleman, D. (2006). *Social Intelligence: The New Science of Human Relationships*. Bantam.
- Covey, S. R. (2004). *The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change*. Free Press.
- Beebe, S. A., Beebe, S. J., & Ivy, D. K. (2017). *Interpersonal Communication: Relating to Others*. Pearson.
- Adler, M. J., & Van Doren, C. (2014). *How to Read a Book: The Classic Guide to Intelligent Reading*. Touchstone.
- Gallagher, K. (2009). *Readicide: How Schools Are Killing Reading and What You Can Do About It*. Stenhouse Publishers.
- Willingham, D. T. (2008). *The Reading Mind: A Cognitive Approach to Understanding How the Mind Reads*. Jossey-Bass.
- Strunk Jr., W., & White, E. B. (2000). *The Elements of Style*. Pearson.
- Pinker, S. (2014). *The Sense of Style: The Thinking Person's Guide to Writing in the 21st Century*. Penguin Books.
- Zinsser, W. (2006). *On Writing Well: The Classic Guide to Writing Nonfiction*. Harper Perennial.

5.3 Course 03: Personality Development (ENG-03-CC)

CONTENTS

UNIT 1: Professional Communication and Interviewing Skills

Interactive Skills:

- Attitude
- Negotiation skills
- Social Conversation
- Values and ethics
- Managing stress



Interview Skills:

- Writing a Resumé
- Types of Interviews
- Self-Grooming and Body Language
- Interview Preparation Techniques.
- Frequently Asked Questions

Group Discussion Skills:

- Principles of Group Discussion
- Purpose of Group Discussion
- Skills To Be Acquired—Communication, Leadership, Problem-Solving
- Effective Participation

UNIT II Personal and Professional Development**Personality Enrichment:**

- Positive Attitude
- SWOT Analysis
- Self-Confidence and Motivation
- Inter-Personal Skills
- Projecting a Positive Social Image

Time Management:

- Goal Setting and Prioritisation
- ABC Analysis—Preparing a Personal Schedule, Short-Term and Long-Term Goals
- Implementing Goals
- Task List Organisation

Leadership Skills:

- Planning
- Organising
- Setting Objectives and Taking Initiatives
- Persuading and Negotiating
- Teamwork
- Maintaining Morale
- Inspiring Others

UNIT-III Effective Communication and Documentation**Presentation Skills:**

- Speaking to a small group and a large audience
- Barriers to communication and non-verbal communication Language skills
- Types of presentation and use of aids
- Effective public speaking

Memory Skills:

- Memory system
- Short-term and long-term memory



- Causes of memory problems
- Methods of improving memory
- Preventing loss of memory

PRACTICAL WORK (Selected)

Stress Workshops, Resume Critiques, Mock Interviews, Body Language, Interview Prep, Interview Questions, Group Discussions, Debates, Team-building, SWOT Analysis, Public Speaking, Time Simulations, Personal Schedules, Leadership Role-play, Goal Setting, Team Projects, Persuasion Role-plays, Problem-solving, Inspirational Speeches, Audience Speaking, Non-verbal Exercises, Language Workshops, Presentation Design, Impromptu Speaking, Memory Games, Memory Problems, Mindfulness, Document Organization, Writing Exercises, Multimedia Presentations, Interviews & Profiles, Technical Translation, Collaborative Writing

OBJECTIVES

- To develop effective communication skills, including interpersonal, interview, and group discussion techniques, to enhance professional interactions and succeed in interviews and group settings.
- To foster personal growth and professional advancement through the cultivation of positive attitudes, self-confidence, time management strategies, and leadership abilities, facilitating success in both personal and professional endeavours.
- To enhance communication proficiency and documentation skills, encompassing presentation techniques, memory enhancement strategies, and technical writing proficiency, to effectively convey information, engage audiences, and produce clear and concise documentation in various contexts.

SUGGESTED BOOKS

- Carnegie, D. (2011). *How to Win Friends and Influence People*. Simon & Schuster.
- Fisher, R., Ury, W., & Patton, B. (2011). *Getting to Yes: Negotiating Agreement Without Giving In*. Penguin Books.
- Covey, S. R. (2013). *The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change*. Simon & Schuster.
- Duckworth, A. (2016). *Grit: The Power of Passion and Perseverance*. Scribner.
- Maxwell, J. C. (2018). *The 21 Irrefutable Laws of Leadership: Follow Them and People Will Follow You*. Harper Collins.
- Duhigg, C. (2012). *The Power of Habit: Why We Do What We Do in Life and Business*. Random House.
- Reynolds, G. (2014). *Presentation Zen: Simple Ideas on Presentation Design and Delivery*. New Riders.
- Carnegie, D. (1981). *The Quick and Easy Way to Effective Speaking*. Dale Carnegie & Associates.
- Williams, J. M. (2013). *Style: Lessons in Clarity and Grace*. Pearson.

5.4 COURSE 04: Introduction to English Grammar (ENG-04-CC)

Unit 1: Basic English Grammar



Parts of Speech:

- Nouns
- Pronouns
- Verbs
- Adjectives
- Adverbs
- Prepositions
- Conjunctions
- Interjections

Tenses:

- Present Tense
- Past Tense
- Future Tense

Unit 2: Advanced English Grammar**Vocabulary building:**

- Transformation of Nouns to Verbs, Adjectives, Adverbs
- Synonyms, Antonyms
- Root Words (Free and Bound Stems)
- Affixes-Prefixes, Suffixes
- Homonyms, Homophones

Phrases and Clauses:

- Modifiers & heads in phrases
- Clauses with Subordination and Co-ordination
- Conditionals

Errors in Usage and Better Writing

- Common Grammatical Errors
- Punctuation
- Subject-Verb Concord
- Redundancy and Other Errors
- Idioms
- phrasal Verbs

Unit 3: Effective Writing Skills:**Paragraph and Letter Writing**

- Different Elements of a Paragraph
- Paragraph Writing Process
- Characteristics of Good Paragraph Writing
- Parts of a Business Letter
- Layout of a Business Letter
- Types of Business Letters
- Essentials of a Good Letter



Essay Writing

- Types of Essays
- Order and Organization
- Important Aspects of Essay Writing

PRACTICAL WORK (Selected)

Identifying nouns, Classifying nouns by gender, number, and case, Identify main and helping verbs, Describe nouns with adjectives, Differentiating attributive and predicative adjectives, Completing sentences with prepositions, Identifying prepositional phrases, Combining sentences with conjunctions, Identifying verb tense, Rewriting sentences in active/passive voice, Transforming nouns into verbs, Create synonym/antonym pairs, Differentiate homonyms/homophones, Construct conditional sentences, Correct common grammatical errors, Punctuate sentences correctly, Identify elements of a paragraph, Writing paragraphs, Creating business letters, Identifying types of business letters, Identifying types of essays, Short Essay Writing

OBJECTIVES

- Students will demonstrate proficiency in identifying and correctly using various parts of speech, as well as understanding and applying different verb tenses and voices in written and spoken communication.
- Students will cultivate advanced language proficiency, enhancing their vocabulary by adeptly transforming words and refining their sentence construction. Additionally, students will adeptly identify and rectify common grammatical errors, thereby elevating the overall quality of their writing.
- Students will acquire comprehensive writing skills necessary for effective Writing. They will also demonstrate proficiency in crafting various types of essays with clear order, organization, and attention to key aspects of essay writing, resulting in polished and articulate written pieces.

SUGGESTED BOOKS

- Hopper, V. (2016). *English Grammar for Dummies*. Wiley.
- Murphy, R. (2019). *English Grammar in Use*. Cambridge University Press.
- Azar, B. S., & Hagen, S. A. (2017). *Understanding and Using English Grammar*. Pearson Education.
- Swan, M. (2005). *Practical English Usage*. Oxford University Press.
- Alexander, L. G. (2013). *Longman English Grammar Practice*. Pearson Education.
- Parrott, M. (2010). *Grammar for English Language Teachers*. Cambridge University Press.
- Hacker, D., & Sommers, N. (2016). *A Writer's Reference*. Bedford/St. Martin's.
- Strunk Jr., W., & White, E. B. (2000). *The Elements of Style*. Pearson.
- Lunsford, A. A., & Ruszkiewicz, J. J. (2018). *Everything's an Argument*. Bedford/St. Martin's.



6. Assessment Pattern

Marks Distribution

Assessment Component	Marks Allocation
External Examination*	80
Internal Examination**	20
Internal Examination Breakdown	
Presentation Skills Assessment	10
Oral Communication Assessment	05
Attendance and Punctuality	05

*The External Exam will consist of a written assessment of three (03) hours, covering the syllabus.

**The topics for the components of the internal exam, including Presentation Skills Assessment and Oral Communication Assessment, will be determined by the respective teaching faculty.

