

### 1/3 MCA First Semester

CA1L1

**SOFT SKILLS & COMMUNICATIONS LAB**

**Credits : 2**

Lecture Hours : 3 periods / week

Internal assessment : 25 Marks  
Semester and Examination: 50 Marks

1. Introduction to Phonetics, Sounds and International Phonetic Alphabet Chart, Intonation and Stress.
2. Communication channels, types, Effective Communication Skills, Barriers of Effective Communication.
3. Verbal and non-verbal communication, Kinesics, Proxemics, Haptics, Chronemics and Paralanguage.
4. Group Discussion, Group dynamics, Body Language, Negotiation Methods and Rules.
5. Interview Skills, Pre-interview and Post-interview Procedure, Frequently asked Questions.
6. Resume writing, Letter Writing, Report Writing and preparation of covering letter
7. Just a minute, Role-plays, Debate and public speaking skills
8. Functional English, Vocabulary, Word roots, Analogy, origin of words
9. Idioms, Phrases, Proverbs and Portmanteau words
10. Presentation Skills, Power Point Presentation, Paper Presentation.

#### Learning Resources

##### **Reference Books:**

1. Victoria Fromkin, Robert Rodman and Nina Hyams, **An Introduction to Language** (7<sup>th</sup> ed.), Thomson Learning, 2002
2. Leech Thomas, **How to prepare, stage, and deliver winning presentations** (3rd ed.), American Management Association, 2004
3. Carol M. Lehman, Deborah Daniel Dufrene and Debbie D. Dufrene, **Business Communication** (14th ed.), South-Western Educational Pub, 2004
4. H.A. Murphy, H.W. Hildebrandt and J.P. Thomas, **Effective Business Communication** (7th ed.), McGraw-Hill, New York, 1997
5. J. Anderson and M.E. Poole, **Assignment and Thesis Writing** (4th ed.), John Wiley and Sons, 2001