



Mahatma Gandhi University

Kottayam

Programme						
Course Name	COMMUNICATE WITH CONFIDENCE					
Type of Course	MDC					
Course Code	MG1MDCPSY100					
Course Level	100					
Course Summary	To equip the students to understand and apply communication skills in personal and professional settings					
Semester	1	Credits			3	Total Hours
Course Details	Learning Approach	Lecture	Tutorial	Practical	Others	
Pre-requisites, if any						
	2	0	1	0	60	

COURSE OUTCOMES (CO)

CO No.	Expected Course Outcome	Learning Domains *	PO No
1	Develop communication skills; verbal and non-verbal	A	4, 10
2	Analyse components of effective interpersonal communication	An	2, 4
3	Understand the importance of using a visual aid in a Professional Presentation	U	1
4	Understand barriers in personal and professional communication	U	4 10 2
5	Demonstrate effective Professional presentation skills.	A	10 4
6	Enhance the communication and Professional skills of the students	S	10
*Remember (K), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C), Skill (S), Interest (I) and Appreciation (Ap)			

COURSE CONTENT

Content for Classroom transaction (Units)

MGU-UGP (HONOURS)

Module	Units	Course description	Hrs	CO No.
1	Module 1: Understanding The Process of Communication		17	
	1.1	Communication and communication cycle- The process of interpersonal communication- Components and features of communication process and Modes of communication	4	1,2
	1.2	Distortion in communication- Barriers to communication, Distortions through the stages of communication, distortions in presentation	3	1,4
	1.3	Non-verbal communication- general principles -Personal space, facial expression, eye contact, Body language, paralanguage	3	1,2

	1.4	Use of body language in personal and professional communication – postures, use of hands, eye contact, gestures Components of vocal variety -pronunciation, emphasis, pace, pitch, volume, pauses and fillers- Improving the effectiveness of the vocal channel	7	1,2
2	Module 2: Developing Effective Communication and Professional Presentation Skills		13	
	2.1	Conversational Skills, Listening Skills- Steps in active listening, Communication problems- Communication apprehension, Dealing constructively with conflict	4	1,4
	2.2	Developing an assertive communication style – the nature of assertiveness, steps in assertiveness training	3	1, 4, 5
	2.3	Structure of a presentation: Introduction – body- conclusion Objective of communication- Audience Analysis Visual Aids -Types of visual aids	4	3, 4, 5
	2.4	Communication Apprehension- Getting over nervousness – Reducing anxiety – Rehearsal and delivery	2	4,5
3	Module 3: Practicum		30	
	3.1	Role play Presentation by individual student using audio visual aids.		5, 6
4	Teacher Specific Content			

Teaching and Learning Approach	Classroom Procedure (Mode of transaction)	
	Direct instruction	
	Brain storming	
	Interactive instruction	

	<p>Group Assignments</p> <p>Presentation by students</p>
Assessment Types	<p>MODE OF ASSESSMENT</p> <p>A. Continuous Comprehensive Assessment (CCA) Total Marks= 30</p> <p>MCQ/Long answer type</p> <p>Seminar presentation</p> <p>Group discussion</p> <p>Review</p> <p>(Any of the tasks can be assessed by the faculty)</p>
	<p>B. Semester End examination (2 Hrs)</p> <p>Essay type question – 2out of 4 (15 marks each)</p> <p>Short answer type – any 10 out of thirteen (2 marks each)</p> <p>MCQ – 10 questions (1 mark each)</p> <p>One sentence/ Match the following/Fill in the blanks – 10 questions (1 mark each)</p> <p>Total marks – 70</p>

References

Weiten, W., Dunn, D. S., & Hammer, E. Y. (2018). Psychology applied to modern life: Adjustment in the 21st Century. Cengage Learning.

Ramesh,G & Ramesh,M. (2010). The Ace of soft skills- Attitude, communication and Etiquette for success. Pearson.

Suggested Reading

Sherfield,R.M.,Montgomery.RJ., & Moody,P.G. (2015) Cornerstone: Developing Soft Skills. Pearson.