



# Mahatma Gandhi University

## Kottayam

<b>Programme</b>						
<b>Course Name</b>	<b>COMMUNICATE WITH CONFIDENCE</b>					
<b>Type of Course</b>	MDC					
<b>Course Code</b>	<b>MG1MDCPSY100</b>					
<b>Course Level</b>	<b>100</b>					
<b>Course Summary</b>	To equip the students to understand and apply communication skills in personal and professional settings					
<b>Semester</b>	1	Credits			3	Total Hours
<b>Course Details</b>	Learning Approach	Lecture	Tutorial	Practical	Others	
<b>Pre-requisites, if any</b>						
		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	<b>Module 1: Understanding The Process of Communication</b>		<b>17</b>	
	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	<b>Module 2: Developing Effective Communication and Professional Presentation Skills</b>		<b>13</b>	
	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	<b>Module 3: Practicum</b>		<b>30</b>	
	3.1	Role play Presentation by individual student using audio visual aids.		5, 6
4	<b>Teacher Specific Content</b>			

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

	<p>Group Assignments</p> <p>Presentation by students</p>
<b>Assessment Types</b>	<p><b>MODE OF ASSESSMENT</b></p> <p><b>A. Continuous Comprehensive Assessment (CCA) Total Marks= 30</b></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>B. Semester End examination (2 Hrs)</b></p> <p>Essay type question – 2 out 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><b>Total marks – 70</b></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, R.J., & Moody, P.G. (2015) Cornerstone: Developing Soft Skills. Pearson.