

Course of code: BSNVAC004

Title of Course: Communication Skill Training .

Total hours: 30 hrs

Course Objective:

1. To Identify & perform personal, professional & Social Etiquette .
2. To create a Illustrate Telephone Etiquette .
3. To learn & apply Presentation skills.
4. Be empowered in Public Speaking .
5. Practice appropriate time management and use planning tools.
6. Incorporate Motivational skills in practice .
7. Develop Decision making skills.
8. Demonstrate Teamwork in workplace.

SYLLABUS

Unit I

Grooming and personal hygiene, Body language-Postures & facial expressions Punctuality and respectfulness manners, professional Etiquette: Meeting etiquette, Workplace etiquette communication etiquette-Oral & written. [6 hrs]

Unit II

Telephone etiquette: Introduce yourself first ,Clarity of speech Active listening, and take notes ,Use appropriate language, Remain cheerful. [5 hrs]

Unit III

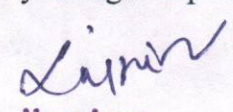
Presentation Skills: Introduction ,Types of Presentation Skills ,Structure , Importance of Presentation of communication skills training,Delivering a Presentation. [6 hrs]

Unit IV

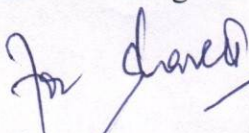
Public Speaking: Elements of Public Speaking , Types of Public Speaking ,How do you begin a speech how do you make your speech good , Factors of Public Speaking. [8 hrs]

Unit V

What is Decision making communication skills ,Decision making communication skills ,Decision making how to develop decision. [6 hrs]


Coordinator
IQAC (NAAC)

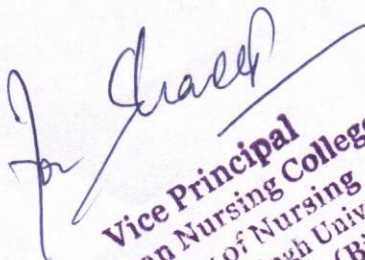
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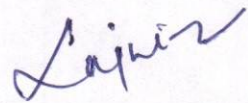

Vice Principal
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Text & References:

- ✓ Communication skills training by James w. Williams.
- ✓ Communication skills by Dr. Varun Arora.
- ✓ Communication skills in nursing practice by Lucy Webb.
- ✓ Nurses Communication skills handbook by Brian E. Waish.
- ✓ Skills Clinical Nursing by Berman Snyder, Leef- Jones, Buton Harvey.

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