R. S. MUNDLE DHARAMPETH ARTS AND COMMERCE COLLEGE, NAGPUR

CERTIFICATE COURSE IN HUMAN RESOURCE DEVELOPMENT AND SOFT SKILLS. 2021 - 22

SYLLABUS

This course helps to acquire knowledge and experience in understanding the behavioural pattern in each and every situation in life. It also helps in learning and understanding managerial skills in the work place. The following topics will be covered.

- 1) Human research management definition and function.
- 2)Brief history of human research management in India and its utility in the modern world.
- 3)Nature of human research management such as recruitment, selection training and development of recruits.
- 4)Scope of human resource management.
- 5)Understand the value and importance of HR in any organisation.
- 6) Analysing the ways and means of hiring the candidates.
- 7)Objectives of HR management department.
- 8) Selection procedure in big organization.
- 9) what is the basis of recruitment.
- 10)Psychological test.
- 11)Personality test.
- 12) Manners in talking.
- 13) Effective Speaking.
- 14)Dressing styles to be adopted in interview.
- 15)Behavioural etiquettes in interview room.
- 16) How to conduct oneself in interview room.
- 17) Handling different types of interview questions.
- 18) Job Application.
- 19)CV. Writing.
- 20) Norms of E.mail.writing.
- 21)Do's and don'ts in written communication.
- 22)Leadership Qualities.
- 23) Leadership Motivation.
- 24) Decorum to be followed in organisations.
- 25)To maintain the quality of work.
- 26) Maintaining a harmonious employee/employer relationship.
- 27)To encourage for betterment of the company.

- 28)To design systems for maximum impact.
- 29) Aiming for betterment of the company.
- 30) Revision

R. S. MUNDLE DHARAMPETH ARTS AND COMMERCE COLLEGE, NAGPUR

CERTIFICATE COURSE IN ENGLISH COMMUNICATION SKILLS 2021-22

syllabus

This course aims at developing the students to accept the challenges of the modern competitive world with great elan. The basic training in academic and technical qualifications would train the students -the various manner of communication in English and appraise them of the current trends in verbal, written and non-verbal communications.

This would surely add to their self-confidence and help them to face the world in a better manner. The course content comprises of the following:

- 1) What is effective communication.
- 2)Role of communication.
- 3) The process of communication.
- 4) Elements of communication.
- 5) Verbal communication.
- 6)Non-verbal communication.
- 7)Listening and feedback.
- 8) oral communication the necessity to make it perfect.
- 9) Word stress to Emphasise the main word in a sentence
- 10) Tone of the voice to show emotions -examples of being friendly, angry or cheeky.
- 11) Volume to emphasise an important point with a quiet or loud voice.
- 12) Examples of pausing and the rate of speaking quickly or slowly.
- 13) Non-verbal communication -a) eye contact examples.
- 14)Different types of facial expressions.
- 15)Body contact in touch with gestures
- 16)Posture and personal distance.
- 17)Presentation skills —know your audience know your purpose.
- 18)Opening and closing of the speech.
- 19) Written communication a) emailing and writing different types of official letters.
- 20) Reports and summaries.
- 21)Uses of artefacts
- 22) Appearance and grooming.
- 23) Correct Pronunciation.

- 24) using minimal pairs for correct pronunciation.
- 25) Applications of various types.
- 26) Resume writing.
- 27) Telephonic conversation.
- 28) Table manners.
- 29)Day to day conversation.
- 30) Revision

Report on certificate courses in English Communication Skills and Human Resource Development and Soft Skills

(2021-22)

The English Department of R.S. Mundle Dharampeth Arts and Commerce College, Nagpur offers two certificate courses to the students of BA, BBA, BCCA and BCOM. The course was conducted online. Dr. Vaswati Dutta, professor in-charge, was responsible for the completion of course. Nearly 610 students from all the departments participated in the course. As the course was online, it was conducted on Zoom. Students were shown various YouTube videos, PPTs, and charts prepared by the professor. For assessing the students, they were also asked some oral questions also they had to solve quizzes for grammar and some personality tests which were provided to them.

Dr. Tanuja Nafde

afde Dr. Manjushree Sardeshpande

M. Sandeshpande

Principal HoD English

Dr. Vaswati Dutta

Professor in-charge



R.S. Mundle Dharampeth Arts & Commerce College, Nagpur

Certificate

This is to certify that Mr./Ms. _____

successfully completed a certificate course in

English Communication Skills

conducted under the auspices of the Gurudev Rabindranath Tagore Language Lab, Department of English of R.S. Mundle Dharampeth Arts & Commerce College, Nagpur from December 2021 to March 2022.

104

Dr. Tanuja Nafde Dr. M Sardeshpande

Principal

HoD English

M. Sandeshpande

Dr. Vaswati Dutta

Professor In-charge



R.S. Mundle Dharampeth Arts & Commerce College, Nagpur

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Dr. Tanuja Nafde Dr. M Sardeshpande

M. Sandeshpande

Principal HoD English Dr. Vaswati Dutta

Professor In-charge

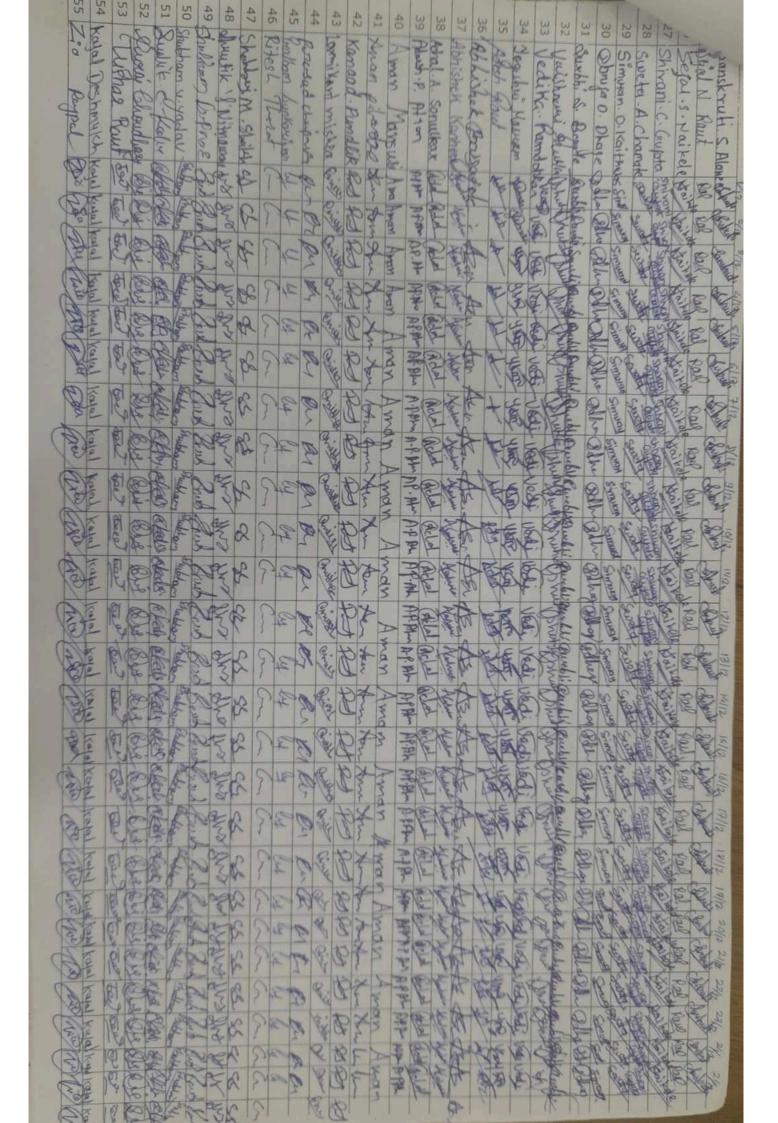
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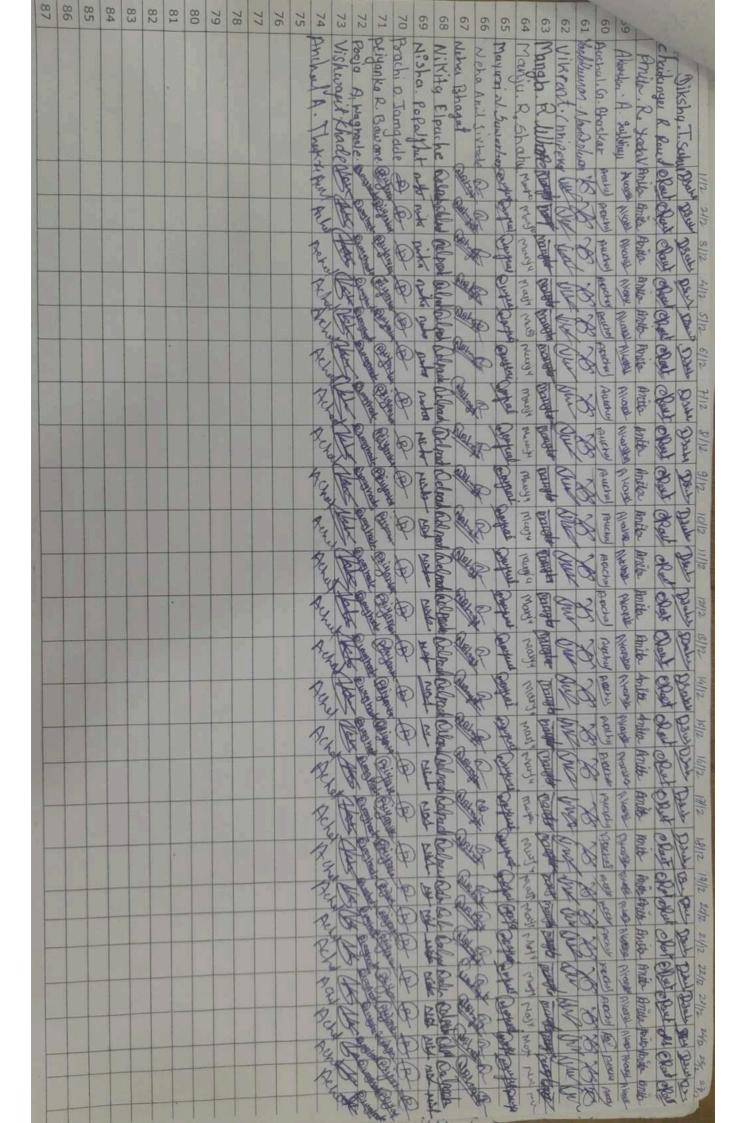
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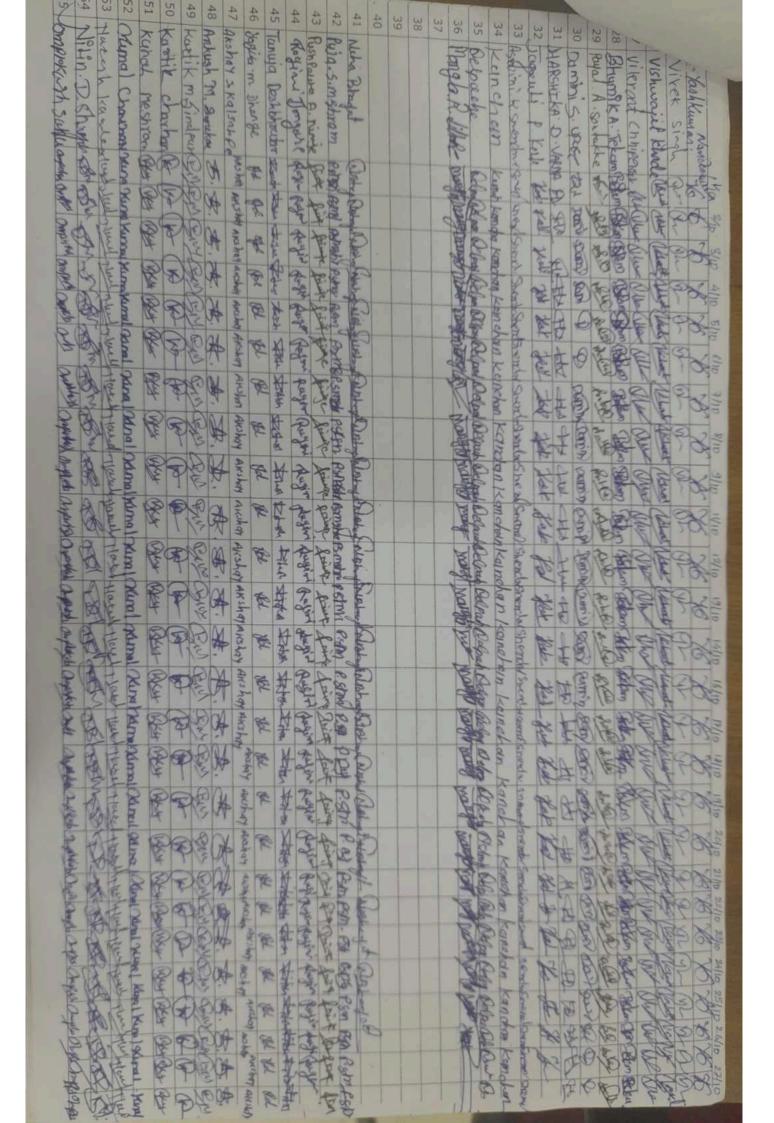
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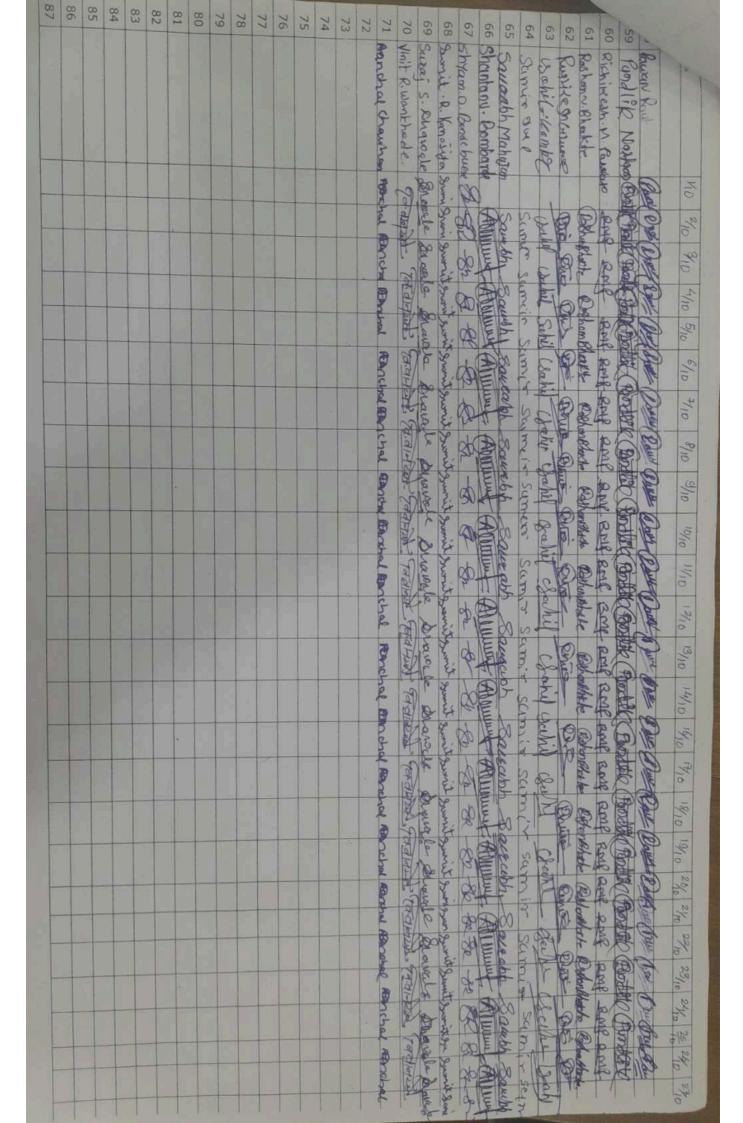
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Dharamprth education Society's R.S. MundleDharampeth Arts & Commerce College, Nagpur Certificate Course in Communication Sklills B.A2nd2021-22





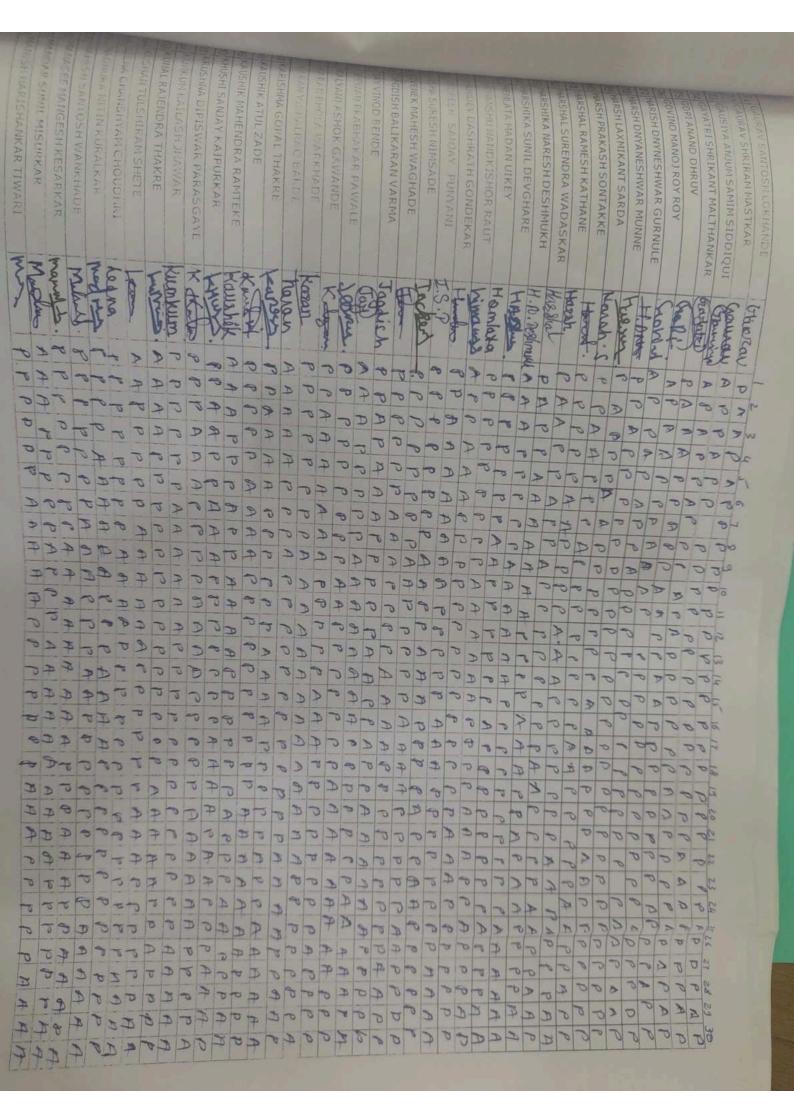
Certificate Course in English Communication Skills and Human Resource Development and Soft Skills

B.Com- II Year (2021-22)

Batch- I (March 2022)

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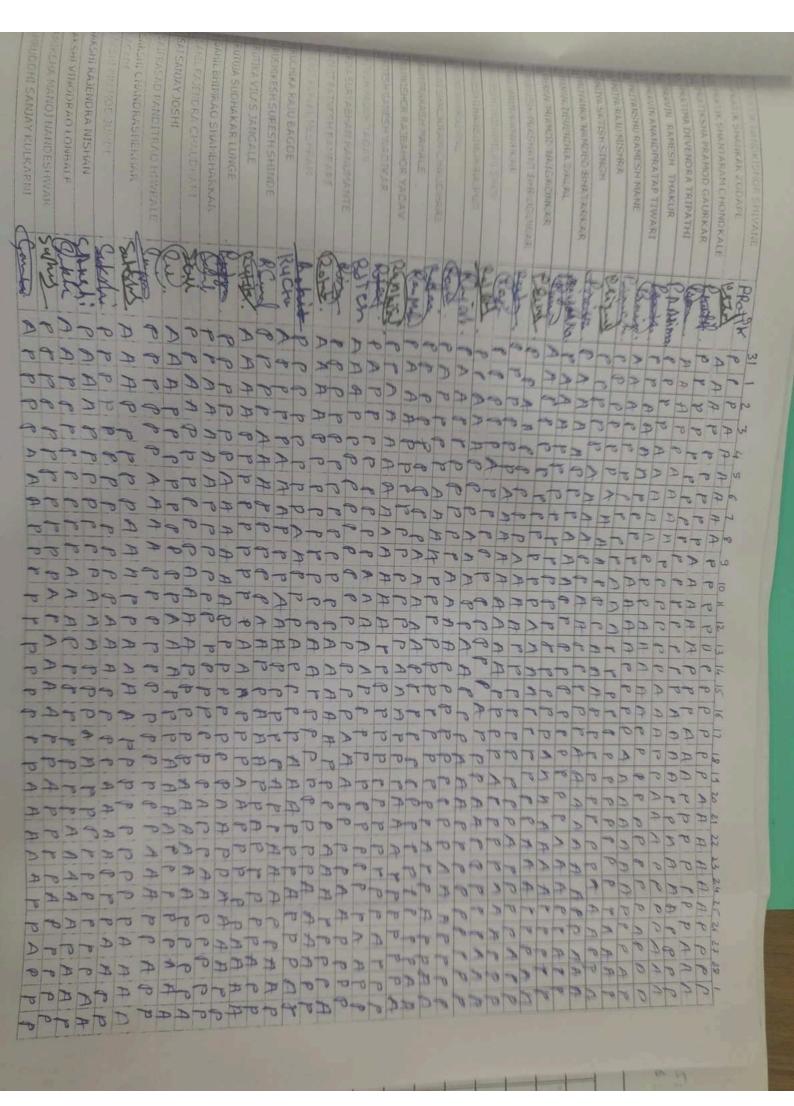


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English Communication Skills 2021-22

Assessment

- 1. Listen to a passage and answer some questions asked by the teacher.
- 2. Prepare and present a speech/conversation/ conduct a quiz.
- 3. Reading out the play version of 'The Christmas Carol'.
- 4. Write an essay on your idol (showcasing the qualities that you admire and that would make you more employable).

Assessment

The class is very hands on and students are given not only a platform to speak but also personal attention is given to each and every student. The assessment is carried out in the basis of their performance in the class activities and remedial actions to help them are taken then and there.

Т	
-	My teacher name is Aletiya vali She teach
-	spoken english. She is the best teacher.
-	we liked maan very much "T like Al.
-	emplain things until your I understand the improvemention. She makes closes interesting
1	esuplain things until your I understand
-	the information. She makes close interesting
-	everyday. Ma'am taught us how to talk. how to behave, how our body
-	everyday. Ma'am taught us how to
	talk. how to behave, how our body
	language should be which is the soft
	cskill, which is the hard skill and
	how to speak in Anglish how to behave,
	all these have been taught by ma'am.
	And one day ma'am had organized
-	a takent show. The saw all students
	talent but Matern also showed her talent.
	Madem's voice is very good, she sang a
	song and dedicated it to us . End ,
	madem also took a lot of activities. Our
	close. At first day I thought this
_	class would be very bosing for me,
_	but when I attended the class every-
	day. I liked it very much.
	I talking in English started
	to be fun and we are not perfect
ds	now but can talk in ketter English
	and understand. And I will speak more
	and truy to speak in good English so
	that madem will be proved of me.
	Our clous is ending on 24th we will

min madem a dot . That you iso much mom ma'am you made us able to espeak english.

Page #40 Date

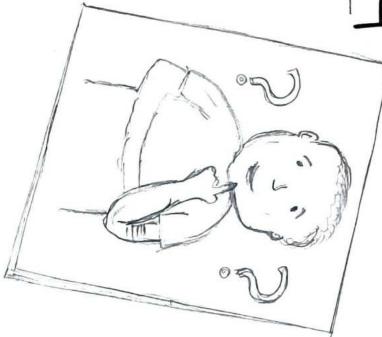
	communication skill. I first I couldn't
	Speak english but after joining these class I have learnt a lot
	these class I have learnt a lot
	and now I am trank of speaking
	english and I also got feee of
	these problem self confidence and
	I have got so much confidence in
	I have got so much confidence in these class. I learnt how to speak
	english and how to show body
	language and I enjoyed these
	class and I very thanks to mam
	tox supporting me.
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(H)

MHY ENGLISH

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IMPORTANT



Mame & Rutika Ashok Kalmegh
(19 & R.S. Mudle, nharmpeth, Naapur
class: B.(om. 2nd year (4th sem)
Sub & (Spokun English)

English Communication skills

Contries Where English is an official language but the majority language. Contries Where English is the national language or the Language of Majority.

ENULISH FOR BUSINESS BUSINESS CORRESPONDANCE MEETI NIUS PRESANTATIONS MRITING REPORTS CUSTOMER CARE STBM3

Budika balmesh

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HSI1MN3 THE KEY TO

SUCCESS

