

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 resource management definition and function.
- 2) Brief history of human resource management in India and its utility in the modern world.
- 3) Nature of human resource 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

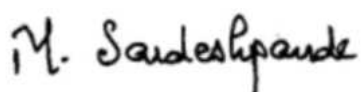
**Report on certificate courses in English Communication Skills and Human
Resource Development and Soft Skills**

(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
Principal



Dr. Manjushree Sardeshpande
HoD English



Dr. Vaswati Dutta
Professor in-charge



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

Certificate

*This is to certify that Mr./Ms. _____ has
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.*

Dr. Tanuja Nafde
Principal

Dr. M Sardeshpande
HoD English

Dr. Vaswati Dutta
Professor In-charge



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

Certificate

*This is to certify that Mr./Ms. _____ has
successfully completed a certificate course in*

Human Resource Development and Soft 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.*

Dr. Tanuja Nafde
Principal

Dr. M Sardeshpande
HoD English

Dr. Vaswati Dutta
Professor In-charge

Dharamprth education Society's
R.S. Mundhedharampath Arts & Commerce College, Nagpur
Certificate Course in HRD and soft Skills
B.A.2nd 2021-22

Sr. Num ber	Name of Student	Attendance																											
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
1	Aaral Honkure	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
2	Aditi K. D. Saurikar	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
3	Aditi L. Bawiskar	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
4	Adisha Dinkar	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
5	Adisha Sonawade	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
6	Adisha Kulkarni	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
7	Aditana Kothu	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
8	Adisha. Salunke	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
9	Adisha. Joshi	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
10	Adisha M. Nakhade	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
11	Adisha H. A. Wankar	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
12	Adisha B. Mahale	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
13	Adisha P. Borkar	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
14	Adisha S. Sone	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
15	Adisha Patil	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
16	Adisha Tiwari	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
17	Adisha Aham	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
18	Adisha Nakhade	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
19	Adisha Pholke	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
20	Adisha P. P. Patil	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
21	Adisha Meshram	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
22	Adisha Tiwari	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12
23	Adisha Bunde	1/2	2/2	3/2	4/12	5/12	6/12	7/12	8/12	9/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12	27/12	28/12

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1	pankruti S. Alow...																																								
2	gopal N. Raut																																								
3	Sefal S. N. V. Kele...																																								
4	Shirani C. Gupta																																								
5	Sueta A. Chank...																																								
6	Simyan D. Kaithuk...																																								
7	Dbuya O. Dhare...																																								
8	Surabi S. Bange...																																								
9	Vishwami S. Gupta...																																								
10	Vedika. Ramdhan...																																								
11	Negabu Narsim...																																								
12	Achal Gaud																																								
13	Abhishek Bhandar...																																								
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15	Achal A. Sankar...																																								
16	Achal P. Patil																																								
17	Aman M. Suresh...																																								
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**Certificate Course in English Communication Skills and
Human Resource Development and Soft Skills**

B.Com- II Year (2021-22)

Batch- I (March ^{July} 2022)

Certificate Course in English Communication Skills, Human Resource Development and Soft Skills – B.Com 2nd Year (2021-22) January 2022

Name	Signature	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
ABHIRAM KULKARNI		P	A	A	A	P	A	A	P	P	P	P	P	A	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ABHIRAM RAMESHWAR RAUT		A	P	A	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ABHINAV NAGRARE		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ABHINAV VIJAY JANJAL		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ABHISHEK KAILASHPRASAD BHARTI		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ABHISHEK MAHESH SAMARTH		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ABHISHEK NITHLESH MISHRA		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ABOU NARESH FENDAR		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADILKARAN VISHWAKARMA		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADISH NUSHERAJ TIWARI		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADITYA JAGDESH THAKRE		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADITYA ATUL JINNEWAR		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADITYA LALNUT JANKAR		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADWAN JAVED KARANI		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYASHA BEKRU MANKAR		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYASHEMRAJ KORAM		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYANESH SHESHARAO PATHE		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYANESH KHEM KHAN		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYANESH KRUSHNARAO DHOK		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYANESH TATPO		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYANESH SORISHYAM GIRI		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYANESH SEN		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYANESH SOMKUWAR		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYANESH RAJENDRA GADEGONE		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYANESH SAH		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYANESH HARIBHAJAN GHAGARE		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYANESH PREMCHAND SHARMA		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYANESH SUNITLUKEY		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYANESH GIRI		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
ADYANESH DWAN KATHOKE		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P

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

B.Com- II Year (2021-22)

Batch- II (April ^{Feb 22} 2022)

संविधानाधिकार

संविधानाधिकार	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	1
संविधानाधिकार	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	1
संविधानाधिकार	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	1
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	YASH MAROTRAO WATKAR	YASH	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26
0	YASH MAROTRAO WATKAR		P	P	P	A	P	A	P	P	P	P	A	A	P	P	P	P	P	P	P	P	P	P	P	A	P
1	YOGESH DINESH NAIK	Yogesh	P	P	P	P	P	A	P	P	P	A	P	P	P	P	P	P	A	P	A	P	P	P	P	P	A
2	YOGESH KISHOR BANSOD	Bansod	P	A	P	P	P	A	P	P	P	P	P	A	P	P	P	A	P	P	P	A	P	P	P	P	A

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.

Date: ___/___/___

My feedback for my english spoken teacher.

My teacher name is Alefiya wali she teach spoken english. she is the best teacher. we liked ma'am very much. "I like the way of teaching. she will continue to explain things until you I understand the information. she makes class interesting and exciting. I enjoy coming to class everyday. Ma'am taught us how to talk, how to behave, how our body language should be. which is the soft skill, which is the hard skill and how to speak in English. how to behave, all these have been taught by ma'am.

And one day ma'am had organized a talent show, she saw all students talent but Ma'am also showed her talent. Ma'am's voice is very good, she sang a song and dedicated it to us. and ma'am also took a lot of activities. Our class. At first day I thought this class would be very boring for me, but when I attended the class everyday, I liked it very much.

I talking in English started to be fun and we are not perfect now but can talk in better English and understand. And I will speak more and try to speak in good English so that ma'am will be proud of me. Our class is ending on 24th we will

~~Feedback~~

miss madem a lot . what you do much
mam ma'am you made us able to speak
english .

X

Feedback.

Name : Chhabita, Padmakar, Pivate

Class : B.com [4th sem]

College : R.S Munde Dharampeth Arts and
commerce college Nagpur.

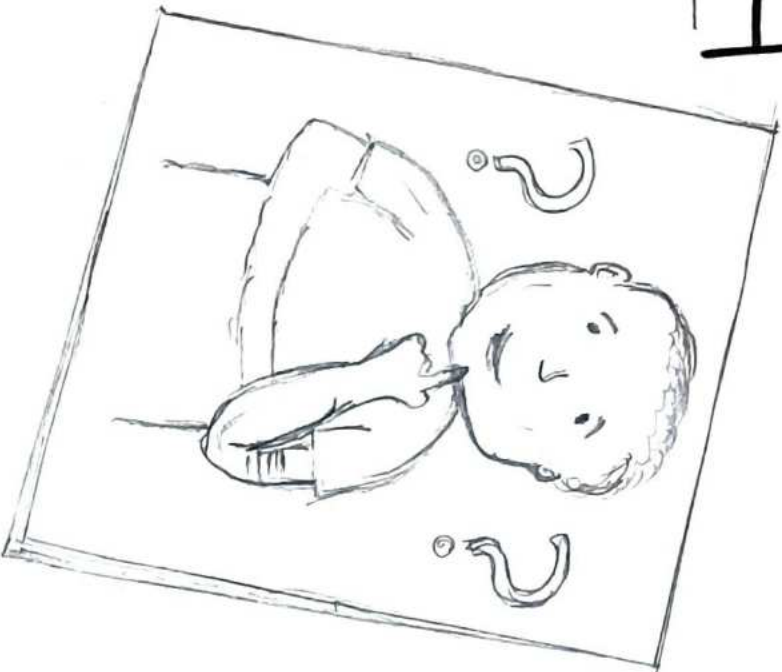
I really enjoyed my course with Alefiya mam the way of she teach was excellent. I like the way of teaching, the friendly atmosphere and the teacher is very kind, organised and the class is very well structured. Mam have give me the opportunity to improve my skills it was a good opportunity and experience in the class. I am completely satisfied. my spoken english has improved a lot and I would like to study in the class because teacher are very polite and they help a lot. I spent a great time at this class. We I learnt many things in the class like personality, goals, dialogue writing, email writing, report writing, and also how to build

communication skill. I first I couldn't speak English but after joining these class I have learnt a lot and now I am frank of speaking English and I also got free of these problem self confidence and 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 for supporting me.

WHY ENGLISH

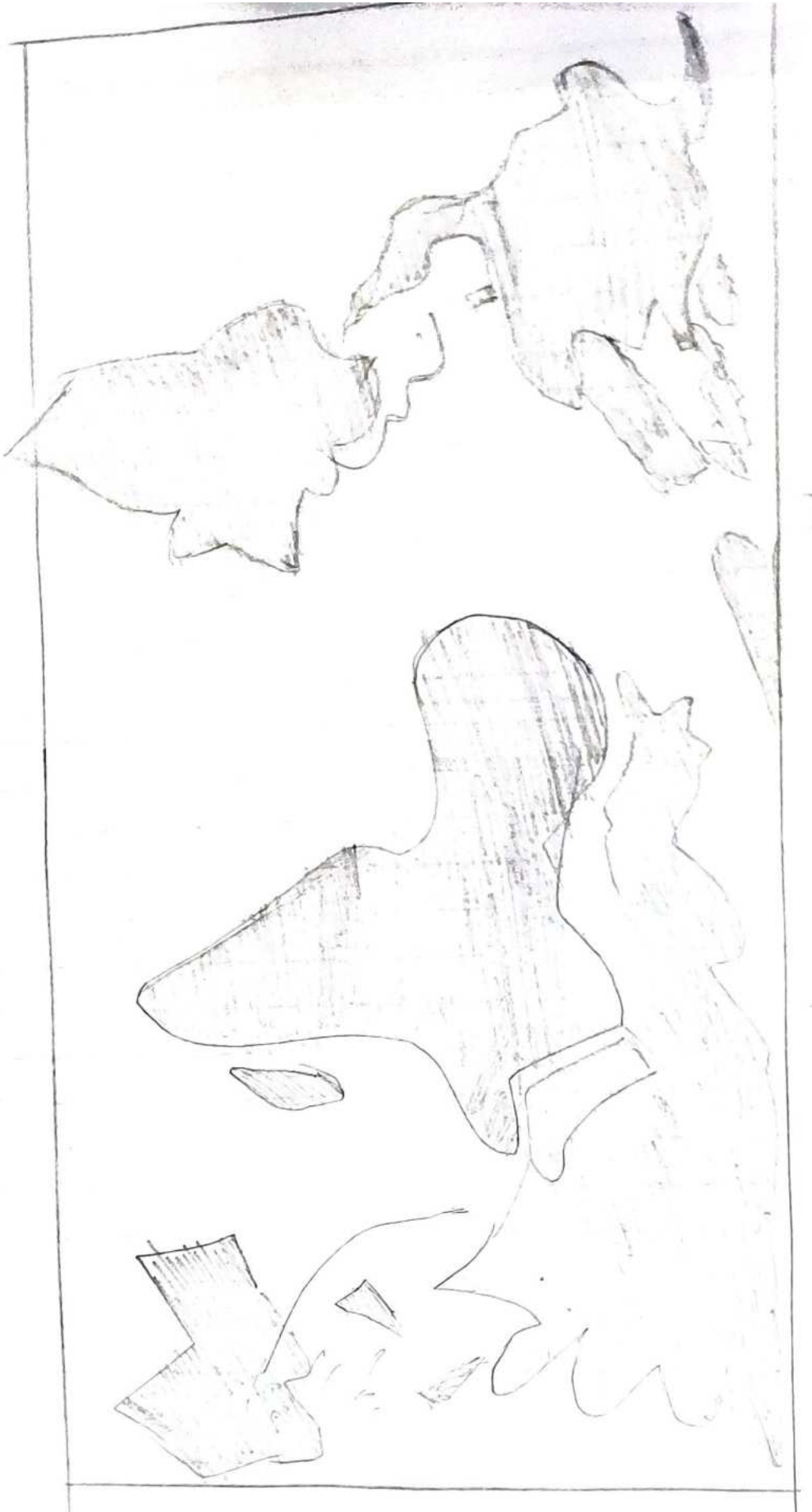
IS

IMPORTANT?



Name : Rutika Ashok Kalmegh
Ctg : R.S. Mudde, Nhatmpeth, Nagpur
class : B.com. 2nd year (4th sem)

Sub : (Spoken English)
English communication skills



Contains where English is the national language or the language of majority.

Contains where English is an official language but the majority language.

ENGLISH FOR
BUSINESS

▶ MEETINGS

▶ PRESENTATIONS

▶ WRITING REPORTS

▶ CUSTOMER CARE

▶ BUSINESS CORRESPONDANCE

EMAILS

SO

ENGLISH

IS

IN

THE KEY TO

ONE

SUCCESS

SENTENCE

