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

Certificate

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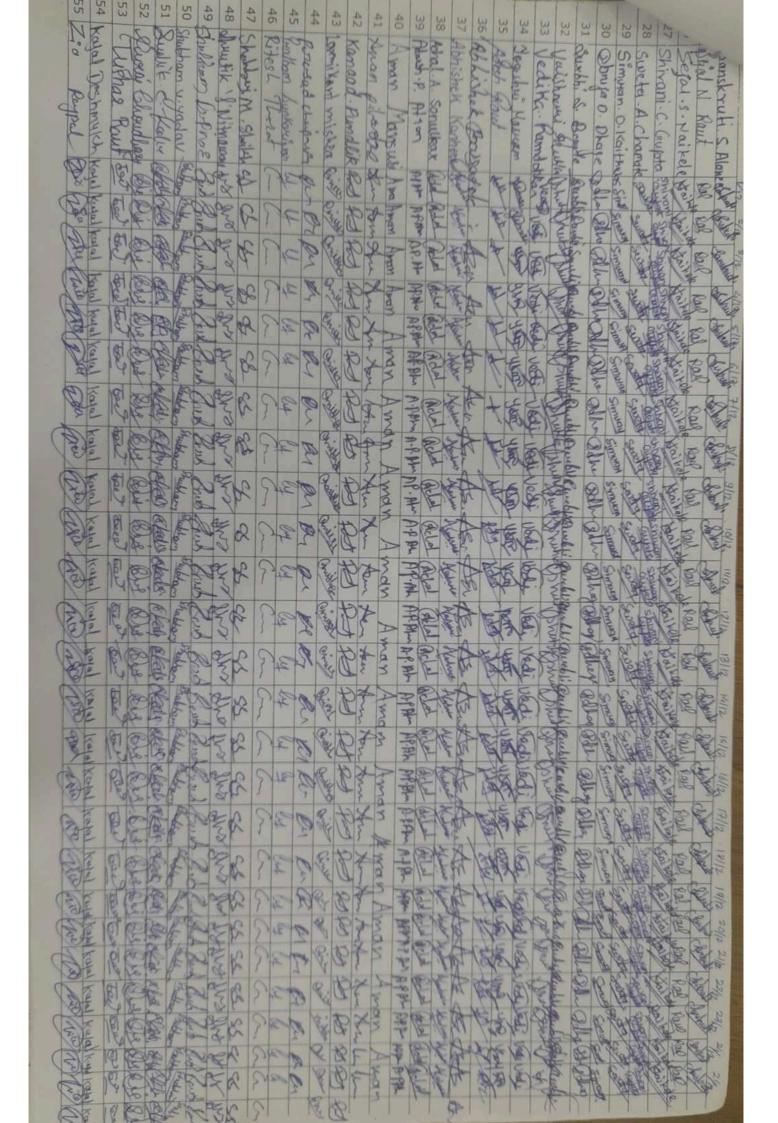
Dr. Tanuja Nafde Dr. M Sardeshpande

M. Sandeshpande

Principal HoD English Dr. Vaswati Dutta

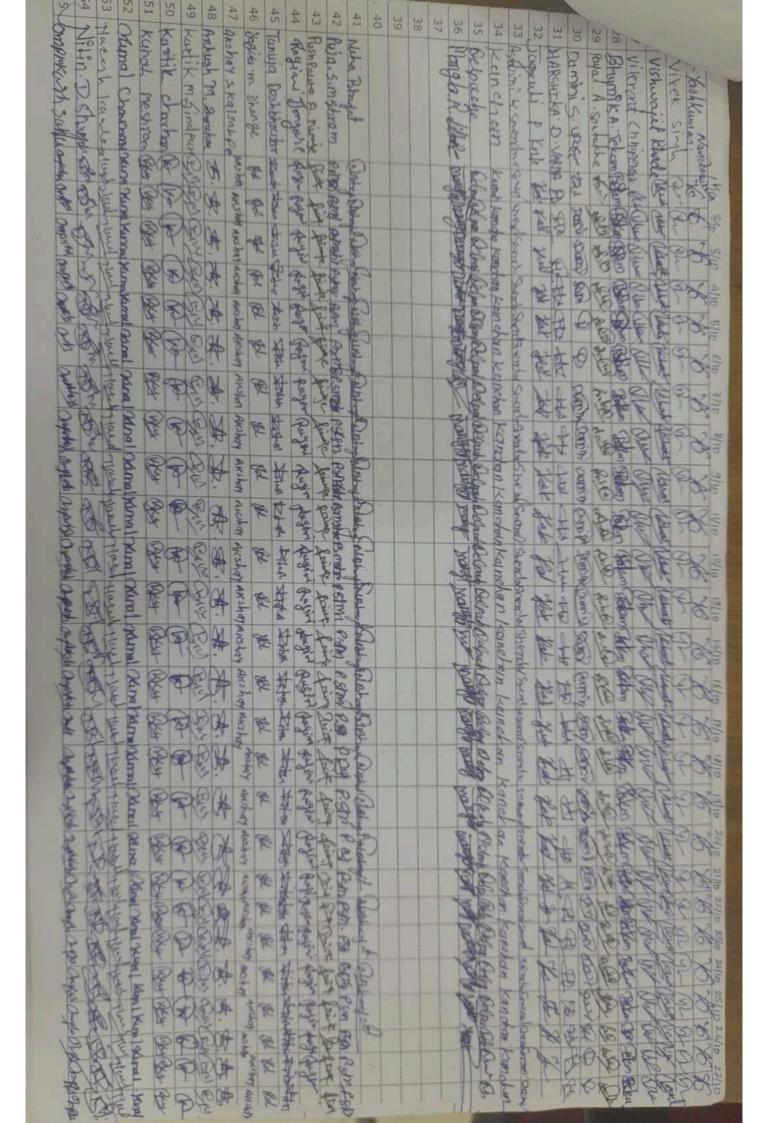
Professor In-charge

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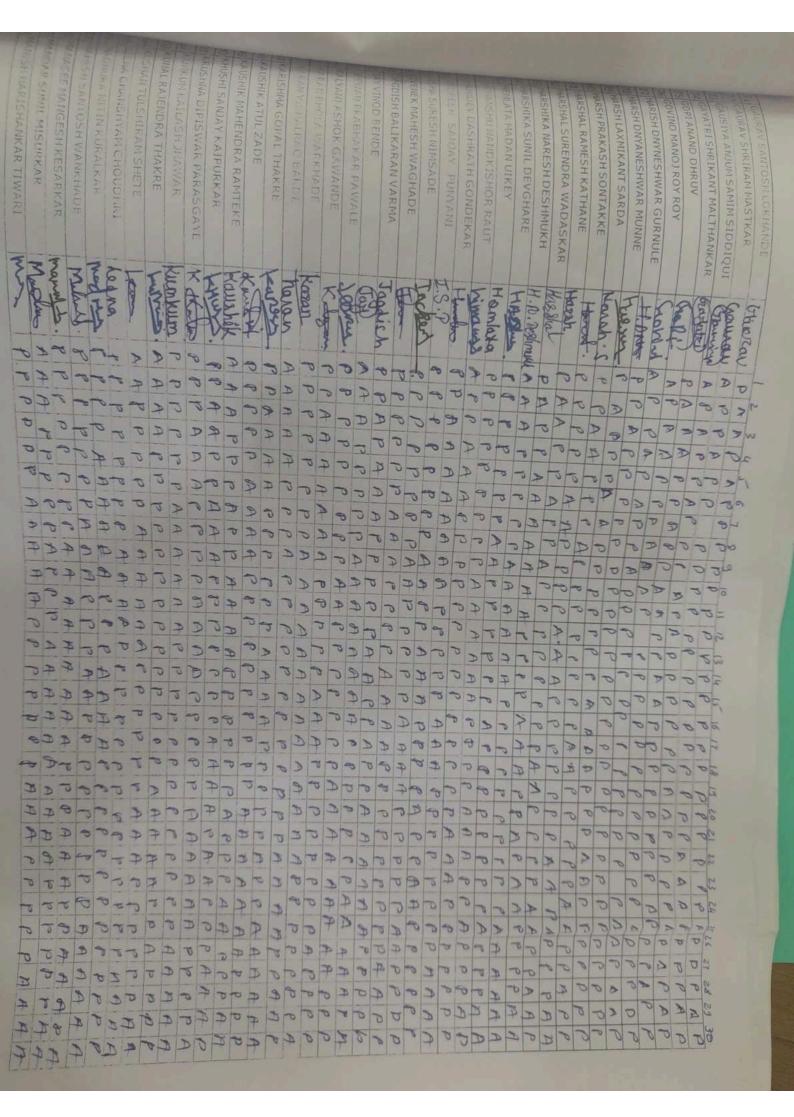
Certificate Course in English Communication Skills and Human Resource Development and Soft Skills

B.Com- II Year (2021-22)

Batch- I (March 2022)

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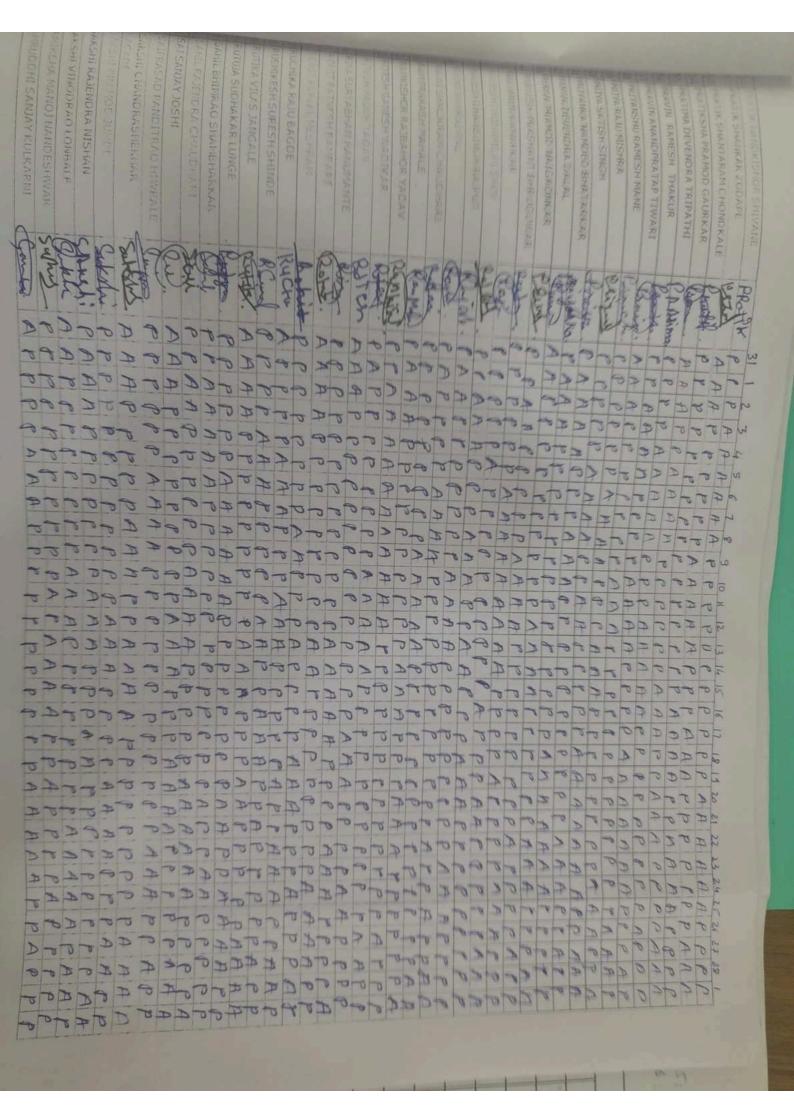


Certificate Course in English Communication Skills and Human Resource Development and Soft Skills

B.Com- II Year (2021-22)

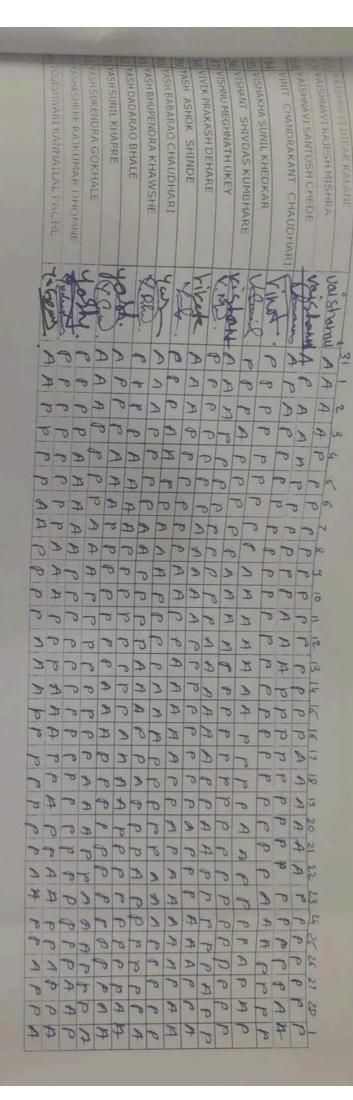
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HRD and Soft skills 2021-22

Assessment

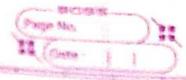
- 1. Enact a play.
- 2. Prepare a presentation on a topic of your choice and present it in front of the class.
- 3. Write any two of the following -
- a. Dialogue between a waiter and customer.
- b. Dialogue between employee and employer. (Applying for leave)
- c. Dialogue between two friends (post-examination discussion)
- d. Dialogue between two scholars with different point of view.

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

	Dialogue Writing & between shop keepar and Me
	Shopkeeper : lalelcome to our shop mam
	Me: Thankyou mam 3
	Shopkeeper: How can I help you mam?
	Shopkeeper: How can I help you mam? Me & I want a white shoes. are the
	Shopkeeper & yes, ofcourse, fell me mam. What shees do you want?
1	Shopkeeper & yes, ofcourse, fell me mam.
-	
	Idith laces or without laces 9
	shopkeeper ? (Alith laces shoes?
-	
-	Gorry mam. we don't have those.
	Me: Ok. Then show me black shoes
-	shopekeeper & ok Me haue black shoes.
	Land myte : > 1/05 some man a rabair a car
100	Shopelceeper: Oid you like these shoes ?
	Me & No. Tidon't like theen.
-	Shopekeeper: Here they are fine thousand the hair.
-	Shopekeeper . Here they are the mousand it hat.
	Me so Oh, really ? won't you got some
-	Shopelrepeex : Hill get 10° lo discount.
-	Shopelrepeex of the get so to discount
-	Me: No. T do not Work
-	Thank you
	Shopekeeper & its ok, mam
-	shopekepeer ? Thank you mam, uisit again
=	3 Hopercy Co.

-	
Bar	11: give the some rupees my dear
Son	: Please give the name of lord give brother 10 rupees, 20 rupees. 50 mps
Bap	11 . 11
Son	: 1 rupees, 2 rupees my clear.
- Bapu	: Yes it is right
Son_	: Bapu today our businees are not not running
Вари	: Oh! In that case our business will collapse.
Son	: 468
Вара	: what do we do now
Son	: We show magic
Вари	: okay but what we are showing



: we make a black nagin sopul : okay : Show the magic son-नाची नाशिन शकी अली लो चली में लो चली फ्री का चंदन नाशिन हिसे संजन जादू की हाथी माशिन में सबके पपि Bapu : : what will my black nagin eat Bon will pingle eat sweet snake or potato chips? Bapu: idiot she eating a vingo tede mede

Son: no bapu she will eat a vimal pan masala dane dane me kesar ka dam.

	(Date:
ř	7 la [Caracausication
	Tools of Communication
i)	listening.
ii)	Writing Speaking
iii	Speaking
iv)	Reading
*	Types of Communication
1 i'	Verbal Communication
	i) face to face communication
	2) Using Telephone
,	
ji'	listening skill
<u> </u>	
in'	Speaking skill
<u></u>	to the live
22	Non-verbal communication
i)	Attitude
<u>II</u>	Behaviour
	Body languages
•	Space
(1)	Public Space
0	
3	Personal space Intivanate space
9	Intivanate space
119	