

	Government College (Autonomous) Rajahmundry	Program & Semester Semester –I B.A., B.Com.,B.Sc.,B.Sc (Voc),B.Com (Voc)			
Course Code ENG	TITLE OF THE COURSE A Course in Communication and Soft Skills				
Teaching	Hours Allocated: 60 (Theory)	L	T	P	C
Pre-requisites:		3	1	-	3

Course Objectives:

1. Understand the importance of listening and practice effective listening.
2. Use grammar effectively for accuracy in writing and speaking.
3. Use relevant vocabulary in everyday communication.
4. Acquire ability to use Soft Skills in professional and daily life.
5. Confidently use the skills of communication.

Course Outcome:

On Completion of the course, the students will be able to-	
CO1	1. Student will understand the importance of listening and practice effective listening.
CO2	2. Student will Use grammar effectively for accuracy in writing and speaking.
CO3	3. Student will Use relevant vocabulary in everyday communication.
CO4	4. Student will acquire ability to use Soft Skills in professional and daily life.
CO5	5. Student will confidently use the skills of communication.

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GOVERNMENT COLLEGE (A), RAJAHMUNDRY
DEPARTMENT OF ENGLISH
General English for B.A., B.Com and B.Sc, B.Sc. (Voc) & B.Com Voc
SEMESTER – I (With effect from 2023-2024)
A COURSE IN COMMUNICATION AND SOFT SKILLS
PATTERN OF QUESTION PAPER

Q. No	Topics	Hrs. Allotted	No. of Q's to be given	No. of Q's to be answered	Marks
I.	Listening Skills 1. Imp. of Listening 2. Types of Listening 3. Barriers to Listening 4. Effective Listening	12 Hrs	10	6	6X2 = 12
II	Phonetics 1. Sounds of English: Vowels and Consonants 2. Syllable 3. Word Stress 4. Intonation	12 Hrs	8	8	8X ½ = 4
III	Grammar 1. Concord 2. Articles 3. Prepositions 4. Tenses 5. Question tags	12 Hrs	10	10	10X1 =10
IV	Speaking Skills 1. Greetings & Intros. 2. Asking and Giving Information 3. The Simple Life – An Interview with Dr. Sudha Murthy 4. Agreeing/ Disagreeing 5. A Leader Should Know How to Manage Failure - Dr. Kalam	12 Hrs	4	4	14
V	Soft Skills 1. SWOC 2. Attitude 3. Emotional Intelligence 4. Netiquette 5. Interpersonal Skills	12 Hrs	4	2	2X5= 10
	Total	60 Hrs	36	30	50 Marks

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Syllabus

I. UNIT: Listening Skills

1. Importance of Listening
2. Types of Listening
3. Barriers to Listening
4. Effective Listening

II. UNIT: Phonetics

1. Sounds of English: Vowels and Consonants
2. Syllable
3. Word Stress
4. Intonation

III. UNIT: Grammar

1. Concord
2. Articles
3. Prepositions
4. Tenses
5. Question tags

IV. UNIT: Speaking Skills

1. Greetings & Introduction
2. Asking and Giving Information
3. The Simple Life – An Interview with Dr. Sudha Murthy
4. Agreeing/ Disagreeing
5. A Leader Should Know How to Manage Failure - Dr. Abdul Kalam

V. UNIT: Soft Skills

1. SWOC
2. Attitude
3. Emotional Intelligence
4. Netiquette
5. Interpersonal Skills

References:

1. Soft Skills, Dr. Alex (New Delhi: S. Chand & Company Ltd) 2009.
2. Interpersonal Skills Training, Philip Burnard (New Delhi: Viva Books Private Ltd)
3. Soft Skills for Everyone, Jeff Butterfield (New Delhi: Cengage Learning India Pvt Ltd) 2012.
4. Emotional Intelligence, Daniel Goleman (London: Bloomsbury Publishing) 1996
5. A Text Book of English Phonetics for Indian Students, Balasubramanian
6. A Handbook for English Language Labor, E. Suresh Kumar, P. Sreehari
7. Communication Skills (2nd Edition), Sanjay Kumar & PushpLata, Oxford University Press, 2016.

Activities:

1. Make the students listen to news excerpts.
2. Watch interviews and speeches on You Tube.
3. Role plays on formal and informal conversations.

Web Links

1. <https://www.udemy.com> › English › Online-Course
2. <https://www.khanacademy.org> › prep › praxis-core
3. <https://www.ets.org> › praxis
4. <https://byjus.com/govt-exams/general-english-competitive-exams/>
5. <https://www.vedantu.com> › super speakers
6. <https://in.zapmetasearch.com> › English Training Course

CO - PO Mapping:

(1: Slight [Low]; 2: Moderate [Medium]; 3: Substantial [High], '-': No Correlation)

	PO 1	PO 2	PO 3	PO4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PSO 1	PSO 2	PSO 3
CO1	3	3	2	3	2	3	3	3	3	3	3	3	3
CO2	2	3	3	3	2	2	3	2	2	2	3	3	2
CO3	2	2	3	3	3	3	3	3	2	3	2	2	3
CO4	3	3	2	2	3	2	3	2	3	3	2	3	3
CO5	3	2	3	2	2	3	3	3	2	2	3	2	3

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PATTERN OF QUESTION PAPER

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MODEL QUESTION PAPER

Time: 2 ½ Hrs.

Max. Marks: 50

UNIT-I (Listening Skills) (Knowledge & Understanding)

1. Answer any SIX of the following questions in 75 words each. 6X2=12M
- Define 'Good Listening'
 - Explain 'negative listening'.
 - Recall the physical barriers that affect good listening
 - What are the qualities of a good listener?
 - Demonstrate the process of listening.
 - Describe Empathetic listening.
 - Name a few tips for effective listening.
 - Why is listening important?
 - Compare and contrast listening and hearing.
 - List the Psychological barriers of listening.

UNIT-II (Phonetics) (Knowledge & Understanding)

2. Answer the following questions. 4X ½=2M
- A) Identify the number of syllables in the given words
- Examination
 - Close
 - Forgive
 - Decision
- B) Mark the Stress in the following words 4X ½=2M
- Laboratory
 - Dynamic
 - Idea
 - Event

UNIT - III (Grammar) (Application & Analysis)

3. Correct the following sentences based on the clues in brackets. 10X1=10M
- One of the prisoners have escaped. (concord)
 - Either his wife or his children has broken the mirror(concord)
 - They have announced the results yesterday. (Tense)
 - He is working here since last year(Tense)
 - He joined an university in Europe. (Article)
 - Tokyo is a biggest city in the world. (Article)
 - I am tired with warning him. (Preposition)
 - The house consists with 4 rooms. (Preposition)

- i. I am your best friend, am I? (Question tag)
- j. Your uncle works as a teacher? (Question)

UNIT - IV (Speaking skills) (Evaluation & Creativity)

4. (A) Write any two paragraphs in 50 words on these topics. 2X4=8M
- a. How did Sudha Muthy hit upon the idea of writing?
 - b. What leadership qualities are necessary for India according to Kalam?
 - c. What can mythology teach children according to Sudha Murthy?
 - d. How does Kalam say about the management of Success and Failure?

- (B) Fill in the blanks with suitable expressions given in brackets. 4X ½ =2M
- (Application & Analysis)**

(Nice meeting you; a nice day; Good morning; This is)

Ravi:1..... Sir. How are you?

Raghu: Good morning. Fine. May I have his introduction?

Ravi:2.....my cousin, Rahul.

Raghu: Hi, Rahul. Nice to meet you

Rahul:3..... too.

Ravi: Ok Raghu, see you soon. Bye.

Raghu: OK. Have4..... bye.

- (C) Fill in the blanks with suitable expressions given below 4X ½ =2M
- (Application & Analysis)**

(differ with you, are right, don't agree, absolutely)

Surya: I believe that languages are as important as core subjects.

Satya: I1..... with you because in PG, languages marks are not considered.

Surya: I2..... agree with you but a good career needs language proficiency.

Satya: you3....that's good point. Importance should go to mother tongue.

Surya: I totally4.....in the global world what we require is English.

- (D) Fill in the blanks with suitable expressions given below 4X ½ =2M
- (Application & Analysis)**

(Could you please tell me, that's fine, Can you show me, well)

Ramya: Excuse me!

Sowmya: Yes.

Ramya: Ithe way to the Railway station.

Sowmya:2..., it is very near. Just cross the street, turn to the left and then to the right and you will find the station.

Ramya: If you don't mind -----3-----if there is any ATM nearby.

Sowmya: -----4----- thank you for your help.

UNIT - V (Soft Skills) (Creativity and Evaluation)

5. Answer any TWO of the following. 2X5=10M
- a. Write a note on your strengths and weaknesses.
 - b. How did your emotional intelligence help you become a better professional?
 - c. List out the dos and don'ts you observe while browsing.
 - d. Discuss at least two interpersonal skills you have inculcated.