

**Syllabus for Certificate Program in**  
**Communication Skills and Personality Enhancement Program**

**Unit I- GETTING ACQUAINTED WITH THE SKILLS OF COMMUNICATION**

1. **Communication : Meaning, Importance and Process**
2. **Qualities of Good Communication**
3. **Barriers to Communication**
4. **Verbal and Non-Verbal Communication**
5. **Introduction to Professional Communication**

**Unit II – ENHANCING PERSONALITY THROUGH COMMUNICATION**

1. **Enriching Vocabulary**
2. **Initiation into Group Discussions**
3. **Preparing for Seminar Presentation**
4. **Learning Telephone Etiquettes**
5. **Getting Prepared for Job Interviews**

**Reference Books:**

1. **Technical Communication: Principles and Practice. By Meenakshi Raman And Sangeeta Sharma**
2. **Communication techniques. By Dr. Rajesh Kumar Lidiya**
3. **Word Power Made Easy. By Norman Lewis.**