

**Skill Enhancement Course II**  
**Semester IV (4 Credit Course)**  
**Paper Title: Soft Skills**

**Unit 1**

Conversation and its Types

- Chat, Parley, tête-à-tête, Colloquy, Communion and Dialogue (Situational Dialogue).
- Strategies for Effective Conversation: Conversation Starters, Conversation Closers, Involving Everyone/ Cajolers, Interest Arousal, Backchannels.
- Development of Ideas and Appropriate use of Language.

**Unit 2**

Group Discussions

- Speaking in Group Discussions, Discussing Problems and Solutions, Creating a Cordial and Cooperative Atmosphere, Using Persuasive Strategies, Fumbles, Being Polite and Firm, Turn-Taking Strategies and Effective Intervention.

**Unit 3**

Presentation

- Modes/ Types of Delivering Presentation, Nuances of Presentation, Outlining and Structure of Presentation.
- Interviews: Objectives of Interviews, Types of Interviews.

**Unit 4**

Effective Speaking

- Fluency, Confidence, Clarity. Vocal Cues: Quality, Volume, Pace/ Rate, Pitch, Articulation, Pronunciation, Voices Modulation and Pauses.

***Tutorial***

- *Impromptu Conversations*
- *Presentation sessions*
- *Group Discussion Sessions*

- *Sessions on Para-linguistics*