Department of Higher Education
U.P. Government, Lucknow

National Education Policy-2020

Common Minimum Syllabus for all U.P. State Universities

Co-curricular course: Semester 3

Course Title: Communication Skills and Personality Development

Name	Designation	Affiliation
Steering Committee		
Mrs. Monika S. Garg, (I.A.S.), Chairperson Steering Committee	Additional Chief Secretary	Dept. of Higher Education U.P., Lucknow
Prof. Poonam Tandan	Professor, Dept. of Physics	Lucknow University, U.P.
Prof. Hare Krishna	Professor, Dept. of Statistics	CCS University Meerut, U.P.
Dr. Dinesh C. Sharma	Associate Professor	K.M. Govt. Girls P.G. College Badalpur, G.B. Nagar, U.P.

Syllabus Developed by:

S.N.	Name	Designation	Department	College/ University
1	Dr. Rachana Singh	Associate Professor	Psychology	Agra College, Agra
2	Dr. Ritu Narang	Assi. Professor	Dept. of Business Admin.	Lucknow University, U.P.
3	Mrs. Abha Chaudhary	Senior Trainer - India	Grooming and Personality Development	Aero Aviation Academy, Chandigarh

Co-curricular Certificate course 'Communication Skills and Personality Development'

Programme: Certificate	Year: Third	Semester: Sixth
Co-Curricular Course		
Course Code: Z060601	Course Title: Communication Skills and Personality Development	

Course outcomes:

- To understand the concept of Personality.
- To learn what personal grooming pertains.
- To learn to make good resume and prepare effectively for interview.
- To learn to perform effectively in group discussions.
- To explore communication beyond language.
- To learn to manage oneself while communicating.
- To acquire good communication skills and develop confidence.

Credits: 2	Compulsory
Max. Marks: 25+75	Min. Passing Marks:
Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P: 2-0-0	

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Unit	Topics	No. of Lectures Total=30
I	***PERSONALITY AND PERSONAL GROOMING*** Understanding Personality • Definition and Meaning of Personality • Types of Personality • Components of Personality • Determinants of Personality • Assessment of Personality Grooming Self • Dress for success • Make up & skin care • Hair care & styles for formal look • Art of accessorizing • Oral Hygiene	7 All topics will include practical learning
II	***INTERVIEW PREPARATION AND GROUP DISCUSSION*** • Meaning and Types of Interview [Face to Face, Telephonic, Video] • Interview procedure [Opening, Listening, Closure] • Preparation for Interview • Resume Writing • LinkedIn Etiquette • Meaning and methods of Group Discussion • Procedure of Group Discussion. • Group Discussion simulation • Group discussion common error	8 Mock Interviews Included
III	***BODY LANGUAGE AND BEHAVIOUR*** • Concept of human behavior • Individual and group behavior • Developing Self-Awareness • Behaviour and body language • Dimensions of body language: Proxemics Haptics Oculesics Paralanguage Kinesics Sign Language Chromatics Chronemics Olfactics • Cultural differences in Body Language • Business Etiquette & Body language • Body Language in the Post Corona Era • Virtual Meeting Etiquette • Social Media Etiquette	7

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IV	***ART OF GOOD COMMUNICATION*** • Communication Process • Verbal and Non-verbal communication • 7 C's of effective communication • Barriers to communication • Paralinguistics Pitch Tone Volume Vocabulary Word stress Pause • Types of communication Assertive Aggressive Passive Aggressive • Listening Skills • Questioning Skills • Art of Small Talk • Email Writing	8

Suggested Readings:

1. Cloninger, S.C., "Theories of Personality : Understanding Person", Pearson, New York, 2008, 5th edition.
2. Luthans F, "Organizational Behaviour", McGraw Hill, New York, 2005, 12th edition.
3. Barron, R.A. & Brian D, "Social Psychology", Prentice Hall of India, 1998, 8th edition.
4. Adler R.B., Rodman G. & Hutchinson C.C. , "Understanding Human Communication", Oxford University Press : New York, 2011.
5. Suggestive digital platforms web links-

Suggested Continuous Evaluation Methods:

Suggested equivalent online courses:

Further Suggestions:

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