MANGALMAY
INSTITUTE OF MANAGEMENT TECHNOLOGY

CERTIFICATION PROGRAMME

On

Communicative English and Soft Skills
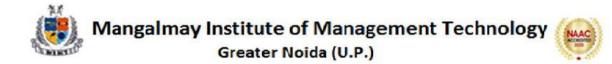
From

16th March - 02th June 2023

Convener: Mr. Abhay N Tripathi, Associate Professor, MIMT

For BCA IInd Semester

Resource Person

Dr. Poonam Singh
Assistant Professor, MIMT

Syllabus
Communicative English and Soft Skills

Duration: 30 hours

Module I:
Introduction to Soft Skills, Aspects of Soft Skills, Effective Communication Skills, Classification of Communication, Personality Development, Positive Thinking

Module II:
Negotiation Skills, Culture as Communication, Telephonic Communication Skills, Communicating Without Words, Paralanguage.

Module III:
Resume, Curriculum Vita e, Scannable Resume, Developing an Impressive Resume, Formats of Resume, Job Application or Cover Letter

Module IV:
Facing Job Interviews, Emotional Intelligence & Critical Thinking, Applied Grammar.

Module V:
Creativity at Workplace: Introduction, Current Workplaces, Creativity, Motivation, Nurturing Hobbies at Work, The Six Thinking Hat Method

Text book:
1. Soft Skills: an Integrated Approach to Maximize Personality, Gajendra S. Chauhan, Sangeeta Sharma, Wiley India

Additional References:
1. Personality Development and Soft Skills, Barun K. Mitra, Oxford Press
2. Business Communication, ShaliniKalia, ShailjaAgrawal, Wiley India
3. Soft Skills - Enhancing Employability, M. S. Rao, I. K. International
4. Cornerstone: Developing Soft Skills, Sherfield, Pearson India

Schedule

Duration: 30 hours			
Session	**Content**	**Time**	**Date**
1.	Introduction to Soft Skills, Aspects of hard skills	03:00-04:30	16/03/2023
2.	Effective Communication Skills, Advantages of written communication.	03:00-04:30	17/03/2023
3.	Personality Development, Importance of personality Development, Personality Development Tips	03:00-04:30	23/03/2023
4.	Positive Thinking and its Benefits.	03:00-04:30	24/03/2023
5.	How to practice Positive Thinking	03:00-04:30	31/03/2023
6.	Negotiation Skills, Benefits of negotiation skills	03:00-04:30	13/04/2023
7.	Examples of negotiation skills, Telephonic Communication Skills	03:00-04:30	20/04/2023
8.	Tips to improve your negotiation skills	03:00-04:30	21/04/2023
9.	Explain Culture as Communication. The Relationship ship between Communication and Culture.	03:00-04:30	27/04/2023
10.	Resume, Curriculum, Formats of Resume, job application or cover Letter	03:00-04:30	28/04/2023
11.	Difference between CV, resume and biodata.	02:00-03:30	01/05/2023
12.	Facing job interview. Emotional Intelligence critical thinking	03:00-04:30	05/05/2023
13.	Creativity at workplace, Practice of IQ test.	03:00-04:30	18/05/2023
14.	Creativity, Motivation	03:00-04:30	19/05/2023
15.	Nurturing Hobbies at work. Given task in the class.	03:00-04:30	25/05/2023
16.	Introduction of yourself. Mock Interview in Class	03:00-04:30	26/05/2023
17.	How to introduce in Corporate. Given tips	03:00-04:30	30/05/2023
18.	The six thinking Hat Method, Six types of Method	03:00-04:30	31/05/2023
19.	Applied in Practical life six thinking Method.	03:00-04:30	01/06/2023
20.	Objectives of the Method Applied grammar and Alternative words.	03:00-04:30	02/06/2023

	Report
Name of Activity	Communicative English and Soft Skills
Date	16th March 2023 to 02th June 2023
Venue	BCA Classroom
Organized by	Computer Application Department
Resource Person	Dr. Poonam Singh, Assistant Professor, MIET
Beneficiary	BCA 2nd Semester (112 Students)
Convener:	Mr. Abhay N Tripathi, Associate Professor, MIMT
Objective	When students complete Intro to Soft skills and hard skills, they will be able to: - Build basic Knowledge of written and oral communication skills like Negotiation skills, Telephonic Communication skills, - Soft skills Improves Creativity at workplace, Motivation, Nurturing Hobbies at work. - Soft Skills gives knowledge how to face job interview.
Content	With the initiative of IQAC, Mangalmay Institute of Management and Technology organized add on certification course on "Introduction to Communicative English and Soft Skills". The course enabled the students to defining basics of Soft skills, what it comprises and its importance in modern day organization. Day1: The session started with the discussion on the introduction of Communicative English and Soft skills Day2:In this session, Students learnt What are Soft Skills and Hard Skills. Learned about the benefits of soft skills and hard skills. Day3:In this informative session, students knew about the Broad Types of Soft Skills. Day4: The resource persons started the session with discussion on How to improve your Soft Skills. Day5: In this session, learnt about the Advantages of Written Communication and Disadvantages of Written Communication. Oral Communication. Day6: The aim of the session was How to improve in Personality Development and its importance. Day7:This session was started How students can improve the Telephonic conversation skills ., Day 8: In this session, the resource persons discussed about Negotiation Skills and Benefits of negotiation Skills. Day9:The resource persons discussed how to build the Relationship Between Communication and Culture. Day10:This session starts with the Resume, Curriculum, Formats of Resume, job application or cover Letter Day11:This session discussed About the Resume. Day12:In this session, Difference between CV, resume and Biodata. Day13: In this session, resource person discussed Step guide to Making the Perfect Resume. Day14: Resource person discussed about the basic job Application or Cover Letter.. Day15The resource person Given task in the class for Nurturing Hobbies at work. Day16:The resource person gave interview related questions in class. Day17: How to introduce yourself in corporate give some tips by the resource person.

	Day18 Students learned about the six method of learning. How they can use in corporate. Day19.Resourse person gives practical knowledge. Why this method is important . Day20: Students learned about the Objectives of the Method Applied grammar and Alternative words.
Outcome of Activity	• Understanding about the basic concepts of Communicative English and Soft Skills. • The course teaches youth essential concepts of Soft Skills, and gives you an in-depth knowledge in Personality Development, Improve Written and Oral Communication Skills. .

Resource Person Profile

Name   : Dr. Poonam Singh, Assistant Professor
Org   : MIET, Greater Noida
Research Area: Business Communication and organizational behavior
Core Skills   : Soft skill training, personality development
Qualification :Ph.D in English
Experience   : **8** years

Figure 1 Dr. Poonam Singh, Asst. Prof. MIET during her lecture

Mangalmay Institute of Management Technology
Greater Noida (U.P.)

Certificate Template:

MANGALMAY
INSTITUTE OF MANAGEMENT TECHNOLOGY
Gr. NOIDA

CERTIFICATE OF COURSE COMPLETION

This is to certified the **ADITYA** student of BCA **(Batch: 2022-25)** has successfully completed **30 Hours** course on **"Communicative English & Soft Skills"** from **16-March-2023** to **02-June-2023**

PRINCIPAL
Mangalmay Institute of
Management & Technology

CONVENER
Mangalmay Institute of
Management Technology

Mangalmay Institute of Management Technology
Greater Noida (U.P.)

Course: BCA

ADD-ON COURSE QUIZ
Course Name: Communicative English & Soft Skills

Time: 30 Min
Date: 08\06\2023
Year/Sem: I/II

Roll No:

Name: Aditya

Note: All questions are compulsory. Each question will carry '1' mark and there is no 'Negative Marking'

1) The first model of communication is said to have been developed by.
   a.) Plato
   b.) Aristotle ✓ ①
   c.) Ptolemy
   d.) Steiner

2) A group of words that makes complete sense or gives complete meaning is called a
   a.) Clause
   b.) Phrase
   c.) Principal clause
   d.) Sentence ✓ ①

3) The English ------- won the world cup.
   a.) is
   b.) has ①
   c.) have
   d.) are ✓

4) Somebody-------(Play) the drums. The simple past form of the word 'play 'to fill the blank---------
   a.) Played
   b.) Was playing
   c.) Had played
   d.) Had been playing ✓ ①

5) During an oral presentation --------- is the stage where you tell the audience, the aim of your presentation.
   a.) Background
   b.) Introduction ✓ ①
   c.) Conclusion
   d.) Question session

6) OHP means --------- _____
   a.) On Head Projector
   b.) On Hand Projection
   c.) Over Head Projector
   d.) Over Hand Projection ①

7) In an oral presentation, the listeners can clarify their doubts in the session.
   a.) introduction
   b.) Description of methods and results
   c.) Conclusions, suggestions, and summary
   d.) Audience questions ✓ ①

8) Reading for the information on the background of the organization where one is working is called.-
   a.) Internal Information ✓
   b.) External Information
   c.) Intra information
   d.) Action information ①

9) Looking quickly over a book to get a superficial idea of the content is called as --------------
   a.) Intensive Reading
   b.) Extensive Reading
   c.) Skimming
   d.) Scanning ✗ ⓪⓪

10) In a business letter-------- indicates to the reader of the letter, What the letter is about.
    a.) Head
    b.) Date
    c.) Subject
    d.) Reference ①

11) The response to a sender's message is called _____
    a.) Channel
    b.) Decoding ①
    c.) Feedback
    d.) Medium

12) _____ communication includes tone of voice body language, facial expressions etc.
    a.) Non-verbal
    b.) Lateral ①
    c.) Verbal
    d.) Formal

13) Letter, e-mail telephone are examples of _____
    a.) Message
    b.) Feedback
    c.) Channel
    d.) Decoding ✗ ⓪⓪

14) _____ is a technique that involves changing a text-matter so that it is similar to the main source.
    a.) Note – taking
    b.) Paraphrasing ①

c.) Summarizing   d.) Precis writer

15) In _____ Listening the difference between the sounds is identified

a.) Discriminative   b.) Comprehension

c.) Dialogic   d.) Empathetic

--------------------For Departmental use only--------------------------

Mangalmay Institute of Management Technology
Greater Noida (U.P.)

Course: BCA

ADD-ON COURSE QUIZ
Course Name: Communicative English & Soft Skills

Time: 30 Min
Date: 08|06|2023

Year/Sem: I/II

Roll No:

Name: Ankit David

Note: All questions are compulsory. Each question will carry '1' mark and there is no 'Negative Marking'

1) The first model of communication is said to have been developed by.
   a.) Plato   b.) Aristotle
   c.) Ptolemy   d.) Steiner   ① (1)

2) A group of words that makes complete sense or gives complete meaning is called a
   a.) Clause   b.) Phrase
   c.) Principal clause   d.) Sentence   ① (1)

3) The English ------- won the world cup.
   a.) is   b.) has
   c.) have   d.) are   ① (1)

4) Somebody------- (Play) the drums. The simple past form of the word 'play 'to fill the blank---------
   a.) Played   b.) Was playing
   c.) Had played   d.) Had been playing ① (1)

5) During an oral presentation --------- is the stage where you tell the audience, the aim of your presentation.
   a.) Background   b.) Introduction
   c.) Conclusion   d.) Question session ① (1)

6) OHP means --------- _____
   a.) On Head Projector   b.) On Hand Projection
   c.) Over Head Projector   d.) Over Hand Projection ① (1)

7) In an oral presentation, the listeners can clarify their doubts in the session.
   a.) introduction   b.) Description of methods and results
   c.) Conclusions, suggestions, and   d.) Audience questions   ① (1)
      summary

8) Reading for the information on the background of the organization where one is working is called.-
   a.) Internal Information   b.) External Information
   c.) Intra information   d.) Action information   ① (1)

9) Looking quickly over a book to get a superficial idea of the content is called as --------------
   a.) Intensive Reading   b.) Extensive Reading
   c.) Skimming   d.) Scanning   ① (1)

10) In a business letter-------- indicates to the reader of the letter, What the letter is about.
   a.) Head   b.) Date
   c.) Subject   d.) Reference   ① (1)

11) The response to a sender's message is called _____
   a.) Channel   b.) Decoding
   c.) Feedback   d.) Medium   ① (1)

12) _____ communication includes tone of voice body language, facial expressions etc.
   a.) Non-verbal   b.) Lateral
   c.) Verbal   d.) Formal   ① (1)

13) Letter, e-mail telephone are examples of _____
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   c.) Channel   d.) Decoding   ① (1)

14) _____ is a technique that involves changing a text-matter so that it is similar to the main source.
   a.) Note – taking   b.) Paraphrasing   ① (1)

c.) Summarizing   d.) Precis writer

15)   In _____ Listening the difference between the sounds is identified

a.) Discriminative   b.) Comprehension

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Course: BCA   **ADD-ON COURSE QUIZ**   Time: 30 Min
                     Course Name: Communicative English & Soft Skills   Date: 08|06|2023

                                                                          Year/Sem: I/II

Roll No: Name: Krushna

Note: All questions are compulsory. Each question will carry '1' mark and there is no 'Negative Marking'

1) The first model of communication is said to have been developed by.
   a.) Plato   b.) Aristotle   ①
   c.) Ptolemy   d.) Steiner

2) A group of words that makes complete sense or gives complete meaning is called a
   a.) Clause   b.) Phrase   ①
   c.) Principal clause   d.) Sentence

3) The English ------- won the world cup.
                                          b.) has   ①
   a.) is
   c.) have   d.) are

4) Somebody-------(Play) the drums. The simple past form of the word 'play 'to fill the blank---------
   a.) Played   b.) Was playing   ①
   c.) Had played   d.) Had been playing

5) During an oral presentation ---------- is the stage where you tell the audience, the aim of your presentation.
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   c.) Conclusion   d.) Question session

6) OHP means -------- _____
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   c.) Over Head Projector   d.) Over Hand Projection

7) In an oral presentation, the listeners can clarify their doubts in the session.
   a.) introduction   b.) Description of methods and results ①
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       summary

8) Reading for the information on the background of the organization where one is working is called.-
   a.) Internal Information   b.) External Information   ①
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Course: BCA

ADD-ON COURSE QUIZ
Course Name: Communicative English & Soft Skills

Time: 30 Min
Date: 08|06|2023

Year/Sem: I/II

Roll No: Name: Nithin

Note: All questions are compulsory. Each question will carry '1' mark and there is no 'Negative Marking'

1) The first model of communication is said to have been developed by.
   a.) Plato
   b.) Aristotle ①
   c.) Ptolemy
   d.) Steiner

2) A group of words that makes complete sense or gives complete meaning is called a
   a.) Clause
   b.) Phrase
   c.) Principal clause
   d.) Sentence ①

3) The English ------- won the world cup.
   a.) is
   b.) has
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   d.) are

4) Somebody-------(Play) the drums. The simple past form of the word 'play 'to fill the blank----------
   a.) Played ①
   b.) Was playing
   c.) Had played
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   c.) Conclusion
   d.) Question session

6) OHP means --------- _____
   a.) On Head Projector
   b.) On Hand Projection
   c.) Over Head Projector ①
   d.) Over Hand Projection

7) In an oral presentation, the listeners can clarify their doubts in the session.
   a.) introduction
   b.) Description of methods and results
   c.) Conclusions, suggestions, and summary
   d.) Audience questions ①

8) Reading for the information on the background of the organization where one is working is called.-
   a.) Internal Information ①
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Course: BCA	ADD-ON COURSE QUIZ	Time: 30 Min
	Course Name: Communicative English & Soft Skills	Date: 08/06/2023
Roll No:	Name: Mohd. Rashud	Year/Sem: I/II

Note: All questions are compulsory. Each question will carry '1' mark and there is no 'NegativeMarking'

1) The first model of communication is said to have been developed by.
   a.) Plato
   c.) Ptolemy
   b.) Aristotle   X
   d.) Steiner

2) A group of words that makes complete sense or gives complete meaning is called a
   a.) Clause
   c.) Principal clause
   b.) Phrase
   d.) Sentence   ✓

3) The English ------- won the world cup.
   a.) is
   c.) have
   b.) has
   d.) are   ✓

4) Somebody-------(Play) the drums. The simple past form of the word 'play 'to fill the blank----------
   a.) Played
   c.) Had played
   b.) Was playing
   d.) Had been playing   ✓

5) During an oral presentation ---------- is the stage where you tell the audience, the aim of your presentation.
   a.) Background
   c.) Conclusion
   b.) Introduction
   d.) Question session   X

6) OHP means --------- _____
   a.) On Head Projector
   c.) Over Head Projector
   b.) On Hand Projection
   d.) Over Hand Projection   ✓

7) In an oral presentation, the listeners can clarify their doubts in the session.
   a.) introduction
   c.) Conclusions, suggestions, and summary
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   d.) Audience questions   ✓

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11) The response to a sender's message is called _____
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12) _____ communication includes tone of voice body language, facial expressions etc.
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①

--------------------For Departmental use only--------------------------

Course: BCA

ADD-ON COURSE QUIZ
Course Name: Communicative English & Soft Skills

Time: 30 Min
Date: 08 | 06 | 2023

Year/Sem: I/II

Roll No: Name: Kunal Pandey

Note: All questions are compulsory. Each question will carry '1' mark and there is no 'Negative Marking'

1) The first model of communication is said to have been developed by.
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   b.) Aristotle
   d.) Steiner

2) A group of words that makes complete sense or gives complete meaning is called a
   a.) Clause
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11) The response to a sender's message is called _____
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14) _____ is a technique that involves changing a text-matter so that it is similar to the main source.
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15) In _____ Listening the difference between the sounds is identified

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--------------------For Departmental use only--------------------------

Max. Marks: 15   Marks Obtained: 12

Name of Evaluator: Sign.

Pooram Singh

Course: BCA

ADD-ON COURSE QUIZ
Course Name: Communicative English & Soft Skills

Time: 30 Min
Date: 06|04|2023

Year/Sem: I/II

Roll No:

Name: Vinay

Note: All questions are compulsory. Each question will carry '1' mark and there is no 'NegativeMarking'

1) The first model of communication is said to have been developed by.
   - a.) Plato
   - b.) Aristotle
   - c.) Ptolemy
   - d.) Steiner

   ① ✓

2) A group of words that makes complete sense or gives complete meaning is called a
   - a.) Clause
   - b.) Phrase
   - c.) Principal clause
   - d.) Sentence

   ① ✓

3) The English ------- won the world cup.
   - a.) is
   - b.) has
   - c.) have
   - d.) are

   ① ✓

4) Somebody-------(Play) the drums. The simple past form of the word 'play 'to fill the blank---------
   - a.) Played
   - b.) Was playing
   - c.) Had played
   - d.) Had been playing

   ① ✓

5) During an oral presentation ---------- is the stage where you tell the audience, the aim of your presentation.
   - a.) Background
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   ① ✓

6) OHP means --------- _____
   - a.) On Head Projector
   - b.) On Hand Projection
   - c.) Over Head Projector
   - d.) Over Hand Projection

   ① ✓

7) In an oral presentation, the listeners can clarify their doubts in the session.
   - a.) introduction
   - b.) Description of methods and results
   - c.) Conclusions, suggestions, and summary
   - d.) Audience questions

   ① ✓

8) Reading for the information on the background of the organization where one is working is called.-
   - a.) Internal Information
   - b.) External Information
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   - d.) Action information

   ① ✓

9) Looking quickly over a book to get a superficial idea of the content is called as ----------
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   - d.) Scanning

   X ⓪⓪

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   - a.) Head
   - b.) Date
   - c.) Subject
   - d.) Reference

   ① ✓

11) The response to a sender's message is called _____
   - a.) Channel
   - b.) Decoding
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   - d.) Medium

   ① ✓

12) _____ communication includes tone of voice body language, facial expressions etc.
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   - b.) Lateral
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   ① ✓

13) Letter, e-mail telephone are examples of _____
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   - b.) Feedback
   - c.) Channel
   - d.) Decoding

   X ⓪⓪

14) _____ is a technique that involves changing a text-matter so that it is similar to the main source.
   - a.) Note – taking
   - b.) Paraphrasing

   ① ✓

c.)   Summarizing   d.)   Precis writer

15)   In _____ Listening the difference between the sounds is identified

a.)   Discriminative   b.)   Comprehension

c.)   Dialogic   d.)   Empathetic

-------------------For Departmental use only----------------------------

Course: BCA   ADD-ON COURSE QUIZ   Time: 30 Min

Course Name: Communicative English & Soft Skills   Date: 08/06/2023

Roll No: Name: Yash Raj Singh   Year/Sem: I/II

Note: All questions are compulsory. Each question will carry '1' mark and there is no 'Negative Marking'

1) The first model of communication is said to have been developed by.
   - a.) Plato
   - b.) Aristotle
   - c.) Ptolemy
   - d.) Steiner

2) A group of words that makes complete sense or gives complete meaning is called a
   - a.) Clause
   - b.) Phrase
   - c.) Principal clause
   - d.) Sentence

3) The English ------- won the world cup.
   - a.) is
   - b.) has
   - c.) have
   - d.) are

4) Somebody-------(Play) the drums. The simple past form of the word 'play 'to fill the blank----------
   - a.) Played
   - b.) Was playing
   - c.) Had played
   - d.) Had been playing

5) During an oral presentation ---------- is the stage where you tell the audience, the aim of your presentation.
   - a.) Background
   - b.) Introduction
   - c.) Conclusion
   - d.) Question session

6) OHP means --------- _____
   - a.) On Head Projector
   - b.) On Hand Projection
   - c.) Over Head Projector
   - d.) Over Hand Projection

7) In an oral presentation, the listeners can clarify their doubts in the session.
   - a.) introduction
   - b.) Description of methods and results
   - c.) Conclusions, suggestions, and summary
   - d.) Audience questions

8) Reading for the information on the background of the organization where one is working is called.-
   - a.) Internal Information
   - b.) External Information
   - c.) Intra information
   - d.) Action information

9) Looking quickly over a book to get a superficial idea of the content is called as --------------
   - a.) Intensive Reading
   - b.) Extensive Reading
   - c.) Skimming
   - d.) Scanning

10) In a business letter -------- indicates to the reader of the letter, What the letter is about
   - a.) Head
   - b.) Date
   - c.) Subject
   - d.) Reference

11) The response to a sender's message is called _____
   - a.) Channel
   - b.) Decoding
   - c.) Feedback
   - d.) Medium

12) _____ communication includes tone of voice body language, facial expressions etc.
   - a.) Non-verbal
   - b.) Lateral
   - c.) Verbal
   - d.) Formal

13) Letter, e-mail telephone are examples of _____
   - a.) Message
   - b.) Feedback
   - c.) Channel
   - d.) Decoding

14) _____ is a technique that involves changing a text-matter so that it is similar to the main source.
   - a.) Note – taking
   - b.) Paraphrasing

c.) Summarizing   d.) Precis writer

15) In _____ Listening the difference between the sounds is identified

a.) Discriminative   b.) Comprehension

c.) Dialogic   d.) Empathetic

Course: BCA

ADD-ON COURSE QUIZ
Course Name: Communicative English & Soft Skills

Time: 30 Min
Date: 08|06|2013

Roll No:

Name: Yuvraj Singh

Year/Sem: I/II AM

Note: All questions are compulsory. Each question will carry '1'mark and there is no 'NegativeMarking'

1) The first model of communication is said to have been developed by.
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   ① ✓

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   ⓪ ✗

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   ① ✓

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------------------For Departmental use only--------------------------

Course: BCA

ADD-ON COURSE QUIZ
Course Name: Communicative English & Soft Skills

Time: 30 Min
Date: 08|06|2013

Roll No: Name: Somil Pal   Year/Sem: I/II

Note: All questions are compulsory. Each question will carry '1' mark and there is no 'Negative Marking'

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-------------------For Departmental use only-------------------------

Course: BCA

ADD-ON COURSE QUIZ
Course Name: Communicative English & Soft Skills

Time: 30 Min
Date: 08/06/203

Year/Sem: I/II

Roll No:

Name: Sagar

Note: All questions are compulsory. Each question will carry '1' mark and there is no 'Negative Marking'

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