National Institute of Electronics and Information Technology
Short Term Courses

Name of the Course: Certificate Course in Soft Skills and Communicative English

Course Code: STC/OASS/CT02

Duration: 80 hours

Yearly Session: Jan to Mar session, April to June session, July to September session, October to December session**.**

Fees: 7825/- (Including Registration fees, Course fees, Examination fees, Course Material) which is inclusive of the present Service Tax. *Note- Registration fees, Course fees, Examination fees is free for SC/ST candidates.*

Eligibilty Criteria : 10th Pass

Objective of the Course
- To make students understand the concept and components of personality, thereby to apply the acquired knowledge to themselves and to march towards excellence in their respective academic careers.
- To enable students to keep themselves abreast of general knowledge and current information.
- To bring out creativity and other latent talents with proper goal setting so that self-esteem gets enhanced.
- To sharpen memory skills and other study skills, which are vital for academic excellence.
- To give training for positive thinking which will keep the students in a good stead at the time crisis.

Outcome of the Course:
After the completion of course, the students will be able to:-
 Improve their soft skills and English Speaking ability.

Available Job roles: After completing the course, one can get a job in any public or private organization, educational institute, or can set his own training centers.

Outline of Course

S. No	Topic	Minimum No. of Hours
1	Brief introduction to: Spoken variety of English, the two chief spoken varieties-British and American; Indian English and idea of a neutral accent.	06 hrs
2	Consonant sounds, Vowel sounds in English: Pure vowels (Long	06 hrs

	vowels and short vowels) Phonetic Symbols,	
3	Refresher classes on English Grammar and Vocabulary	06 hrs
4	Connected Speech: Word stress and sentence stress	08 hrs
5	Reading from texts, computer aided teaching and learning exercises	04 hrs
6	Entry behaviour evaluation, Introductory Module on Personality Development	06 hrs
7	Presentation and speech giving techniques	02 hrs
8	Module on Office Etiquette	02 hrs
9	Module on Customer Care	04 hrs
10	Telephone handling Techniques	04 hrs
11	Module on Active Listening	02 hrs
12	Module on Product features and benefits	02 hrs
13	Module on call structure	02 hrs
14	Module on objection handling and questioning Techniques	02 hrs
15	Power point Presentation	02 hrs
16	Module on Telemarketing and Prospecting	02 hrs
17	Module on Complain handling and handling of difficult people	02 hrs
18	Group Discussion	02 hrs
19	Lesson on 'How to Face Interview', Body Language,	08 hrs
20	Debating Competition	02 hrs
21	Conduction of role-plays	02 hrs
22	Conducting Mock interviews	02 hrs
23	Interactive sessions	02 hrs
Theory / Lecture Hours:		60 hrs
Practical / Tutorial / Lecture Hours:		20 hrs
Total Hours:		80 hrs

Recommended Hardware:
- Computers with minimum Pentium – 4 processor , or above with minimum 2 B RAM

Recommended Software:
- Windows OS XP/7/8, MS office 2007 or latest version (Voice recording and playing software, Presentation software

Books recommended for reference and reading: ITes learning material developed by NIELIT