

PTM3 - COMMUNICATION & BEHAVIOURAL SKILLS (Practical Training Module Level-1)

OBJECTIVES:

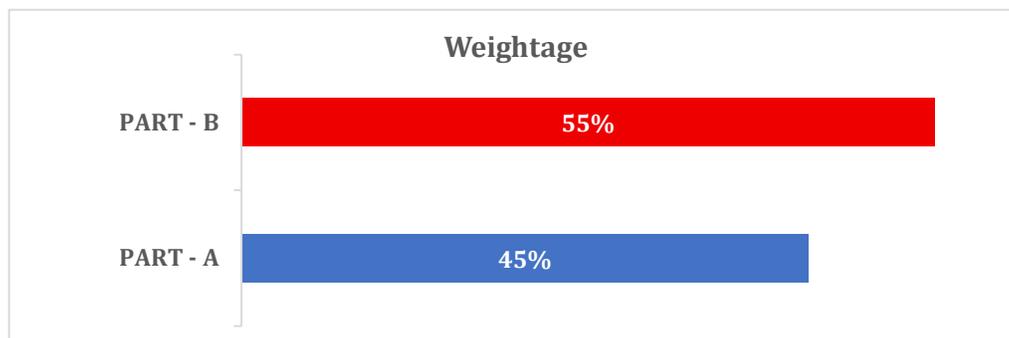
This course will make the participants fully conversant with the basic forms, formats and techniques of communication skills and business writing. The course will not only improve the communication skills of the participants but they will also be able to report their analysis, recommendations and findings in a range of business documents, oral presentations, planning and managing a business project by demonstrating interpersonal communication, business etiquette and relationship building skills.

LEARNING OUTCOMES:

On completion of the module, participants will be able to:

- Understand the function of effective communication in business
- Learn the techniques and procedures for writing letters, notices, circulars, memos and reports
- Develop and deliver effective presentations
- Learn interpersonal skills and techniques for Interview preparation

SYLLABUS CONTENTS


PART - A
Behavioral Skills
A1: Success

- Your personal search for success
- Think success on your own terms
- Diving deeper
- Putting it together

A2: Emotional & Social Intelligence (ESI)

- Introduction to ESI
- Self-management
- Social awareness & empathy
- Relationship management

A3: Critical Thinking Skills for the Professional

- Introduction to problem solving
- Brain storming & analyzing options
- Recommending & engaging feedback

A4: Teamwork Skills

- Rethinking communication
- Group development & decision making
- Conflict, difference, and diversity
- Group communication & technology

A5: Adaptability & Resilience

- Adaptability & resilience
- Group building self-awareness

- Creating an action plan
- Implementing your plan

PART - B
Communication Skills
B1: Storytelling & Influencing

- Understanding art of persuasion
- Telling your story
- Connecting with people
- Creating impressions
- Dealing with objections & overcoming resistance
- Winning over hearts & minds

B2: Microsoft PowerPoint

- Getting started with PowerPoint
- Developing a presentation
- Enhancing the appearance of a presentation
- Preparing to deliver a presentation
- Honours: hand-on practice

B3: Successful Presentation

- Getting started with public speaking
- A Formula for Successful Presentation
- Practicing your self
- Engaging with the world