



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-6

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’

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|--|--|-----------------|
| Programme: Certificate | Year: Third | Semester: Sixth |
| Co-Curricular Course | | |
| Course Code: Z060601 | Course Title: Communication Skills and Personality Development | |
| Course outcomes: | | |
| <ul style="list-style-type: none"> • 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 | | |
| | | |

| Unit | Topics | No. of Lectures Total=30 |
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| I | <p style="text-align: center;"><i>PERSONALITY AND PERSONAL GROOMING</i></p> <p>Understanding Personality</p> <ul style="list-style-type: none"> • Definition and Meaning of Personality • Types of Personality • Components of Personality • Determinants of Personality • Assessment of Personality <p>Grooming Self</p> <ul style="list-style-type: none"> • Dress for success • Make up & skin care • Hair care & styles for formal look • Art of accessorizing • Oral Hygiene | <p style="text-align: center;">7</p> <p style="text-align: center;">All topics will include practical learning</p> |
| II | <p style="text-align: center;"><i>INTERVIEW PREPARATION AND GROUP DISCUSSION</i></p> <ul style="list-style-type: none"> • 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 | <p style="text-align: center;">8</p> <p style="text-align: center;">Mock Interviews Included</p> |
| III | <p style="text-align: center;"><i>BODY LANGUAGE AND BEHAVIOUR</i></p> <ul style="list-style-type: none"> • Concept of human behavior • Individual and group behavior • Developing Self-Awareness • Behaviour and body language • Dimensions of body language: <ul style="list-style-type: none"> 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 | <p style="text-align: center;">7</p> |

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| IV | <p style="text-align: center;"><i>ART OF GOOD COMMUNICATION</i></p> <ul style="list-style-type: none"> • Communication Process • Verbal and Non-verbal communication • 7 C's of effective communication • Barriers to communication • Paralinguistics <ul style="list-style-type: none"> Pitch Tone Volume Vocabulary Word stress Pause • Types of communication <ul style="list-style-type: none"> Assertive Aggressive Passive Aggressive • Listening Skills • Questioning Skills • Art of Small Talk • Email Writing | 8 |
| <p>Suggested Readings:</p> <ol style="list-style-type: none"> 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- | | |
| <p>Suggested Continuous Evaluation Methods:</p> | | |
| <p>Suggested equivalent online courses:</p> | | |
| <p>Further Suggestions:</p> | | |