

SCHOOL OF ARTS, HUMANITIES & LANGUAGES

UNDER FACULTY OF LANGUAGES

SYLLABUS

FOR

DIPLOMA IN COMMUNICATION SKILLS

(Semester: I-II)

Syllabus for the Batch

Examination Session: 2026-2027



DIRECTORATE OF OPEN & DISTANCE LEARNING
GURU NANAK DEV UNIVERSITY
AMRITSAR

Note: (i) Copy rights are reserved.

Nobody is allowed to print it in any form.

Defaulters will be prosecuted.

**(ii) Subject to change in the syllabi at any time. Please visit the
University website time to time.**

Diploma in Communication Skills under Directorate of Open & Distance Learning, Guru Nanak Dev University, Amritsar

Eligibility: +2 of P.S.E.B. or any Board equivalent thereto.

SEMESTER I:

Paper Code	Subject Name	Marks			Credits
		Internal Assessment	End term	Total	
ODDCS-111T	Communication Skills – I (Theory)	30	70	100	4
ODDCS-112P	Communication Skills – I (Practical)	30	70	100	4
Total Marks and Credits		60	140	200	8

SEMESTER II:

Paper Code	Subject Name	Marks			Credits
		Internal Assessment	End term	Total	
ODDCS-211T	Communication Skills – II (Theory)	30	70	100	4
ODDCS-212P	Communication Skills – II (Practical)	30	70	100	4
Total Marks and Credits		60	140	200	8

Diploma in Communication - Semester - I

DIPLOMA IN COMMUNICATION SKILLS (SEMESTER SYSTEM) under Directorate of Open & Distance Learning, Guru Nanak Dev University, Amritsar

ODDCS

Section-A

Time: 3 Hours

a. Communication Skills: Meaning of Communication, Importance of Communication, Types/kinds of Communication, Medium of Communication.

b. Process of communication: Elements/Components of Communication process, Barriers in Effective Communication, Different Ways to Overcome Communication Barriers and Conditions for Successful Communication.

Section-B

a. Writing Skills:

- Guidelines for effective writing: Formal Letter, Notice, Tender Notice, Minutes of Meeting, Memorandum
- Parts of Speech: Noun, Pronoun, Verb, Adjective, Adverb, Preposition, Conjunction, Interjection

b. Classroom activities:

- Black Board Writing
- Practice of Cursive Writing

Section-C

a. Reading Skills: Significance of Reading skills, Methodologies of Reading Skills, Purpose of Reading, Foundational Skills of Reading.

b. Activities:

- Comprehension of a given passage
- Multiple Choice Questions on unseen passage.

c. Oral Practice:

- Newspaper Reading
- Book/Paragraph Reading

Diploma in Communication Skills (Semester System)**Section-D**

- a. **Interview:** Planning of Interviews, Types of Interview, Guidelines for Conducting Interview, Guidelines for Appearing for Interview, Call letter/Interview letter.
- b. **Speaking Skills:** Oral Practice for the following activities.
- Anchoring
 - Self Introduction
 - Extempore Lecture
 - Practice of different words with their correct pronunciation
 - Welcome Speech
 - Vote of thanks

Diploma in Communication Skills (Semester System)

Suggested Pattern of Question Paper

Note: All questions are compulsory.

- I. FIFTEEN questions on the usage of Parts of Speech will be set for the students to attempt any TWELVE out of these questions.
- II. The Students will be required to answer FIVE Multiple Choice Questions of an unseen passage/ FIVE short questions showing their comprehension of a passage (about 200 Words).
- III. Write a Notice/ Tender Notice on the given topic.

OR

- Make Minutes of a Meeting/ Memorandum on the given topic.
- IV. The students will be required to write a Formal Letter (ONE out of TWO).
- V. One Theoretical Question with Internal choice will be set from Section-A (about 200 Words).
- VI. One Theoretical Question with Internal choice will be set from Section-C (about 200 Words).
- VII. One Theoretical Question with Internal choice will be set from Section-D (about 200 Words).

Recommended Readings and Links

Text Books:

1. Communication Skills for Professionals By *Kumar N*
2. You Can Win by *Shiv Khera*
3. Change Your Thoughts, Change Your Life by *Wayne Dyer*
4. Personality Development by *John Aurther*
5. Counselling and Guidance by *Dr. Vimal Aggarwal*.

Links:

1. BBC World Service- www.bbc.co.uk/worldservice/
2. Bibliomania (<http://www.bibliomania.com/>)
3. Brightside-Brightside.me
4. English Grammar Guide (<https://www.ef.com/english-resources/english-grammar/>)
5. Free Management e Books (<http://www.free-management-ebooks.com/index.htm>)
6. <http://swayam.gov.in/>
7. <http://edx.org> formerly <http://mooc.org/>

Diploma in Communication - Semester - II
DIPLOMA IN COMMUNICATION SKILLS (SEMESTER SYSTEM) under Directorate of Open & Distance Learning, Guru Nanak Dev University, Amritsar

ODDCS - Semester-II

Section - A

Time: 3 Hours

a. Personality Development: Importance of Personality Development, Essentials of Personality Development

b. Basic Personality Traits: Different basic Personality Traits, kinds of Personality.

c. Class room activities:

- Quiz to determine type of personality
- Activity based on leadership quality
- Practice of such activities which will help to build up student's confidence.

Section - B

a. Writing Skills: Topics on Writing Skills are given below:

- Resume Writing
- Paragraph Writing
- Job Application Letter
- Office Circular
- Office Order

Section - C

a. Listening Skills: Importance of Listening Skills, Essentials of Listening Skills, How can we improve our Listening Skills, Barriers to Listening.

b. Speaking Skills: Oral Practice for the following activities:

- Group Discussion
- Seminar
- Declamation
- Debate

Section - D

a. Guidance and Counseling: Importance of Guidance and Counseling, Difference between Guidance and Counseling.

b. Etiquette: Importance of Etiquette, Different Etiquette Rules.

Diploma in Communication Skills (Semester System)

Suggested Pattern of Question Paper

Note: All questions are compulsory.

- I. The students will be required to write an Office Circular/ Office Order on the given topic.
- II. A question, requiring the students to write a paragraph on ONE of the TWO given topics will be set (about 200 Words).
- III. A Job Application Letter will be set for the students with Internal Choice.
- IV. Drafting of Resume writing to apply for the job will be set for the students.
- V. One Theoretical Question with Internal choice will be set from Section-A (about 200 Words).
- VI. One Theoretical Question with Internal choice will be set from Section-C (about 200 Words).
- VII. One Theoretical Question with Internal choice will be set from Section-D (about 200 Words).

Recommended Readings and Links

Text Books:

1. Communication Skills for Professionals By *Kumar N*
2. You Can Win by *Shiv Khera*
3. Change Your Thoughts, Change Your Life by *Wayne Dyer*
4. Personality Development by *John Aurther*
5. Counselling and Guidance by *Dr. Vimal Aggarwal*.

Links:

1. BBC World Service- www.bbc.co.uk/worldservice/
2. Bibliomania (<http://www.bibliomania.com/>)
3. Brightside-Brightside.me
4. English Grammar Guide (<https://www.ef.com/english-resources/english-grammar/>)
5. Free Management e Books (<http://www.free-management-ebooks.com/index.htm>)
6. <http://swayam.gov.in/>
7. <http://edx.org> formerly <http://mooc.org/>