



St. Michael's College, Cherthala

Alappuzha, Kerala-688 539

**Affiliated to University of Kerala
and Re-accredited by NAAC with 'A' Grade**



ADD ON COURSE 2021-22

**Name of the Programme : FUNDAMENTALS OF COMMUNICATION
AND SOFT SKILLS**

Name of the Department : ENGLISH

Course Code : CEN2104



St. Michael's College

MAYITHARA P.O., CHERTHALA, ALAPPUZHA-688539

An institution with Minority Status Affiliated to the University of Kerala and
Re-accredited by NAAC with 'A' Grade

Add on Course - 2021-22

CHEMISTRY

Coir
Technology

COMMERCE

GST Filing &
Tally

ECONOMICS

Applied
Economics
Analysis

ENGLISH

Interpersonal
Relationship
Counseling and
Psychological
Guidance

PHYSICS

Observing
the sky with
Stellarium and
beyond

SOFTWARE DEVELOPMENT

Add on Course
in PHP

TOURISM STUDIES

Air Transport
Operations

ZOOLOGY

Brackish Water
Aquaculture
Methods and
Practices

ENGLISH

Certificate Course

Fundamentals of
Communication
and Soft Skills



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NAME OF COURSE : **Fundamentals of Communication and Soft Skills**

COURSE CODE : **CEN 2104**

NO OF STUDENTS ENROLLED : **381**

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ADD-ON CELL
ST. MICHAEL'S COLLEGE, CHERTHALA
CERTIFICATE COURSE 2021-2022

Department: English

Course Code: CEN 2104

Title: Fundamentals of Communication and Soft Skills

Duration: 30 Hours

Course Description

The 30-hour course, Fundamentals of Communication and Soft Skills is designed to provide participants with a comprehensive understanding of the essential principles and practices in communication and soft skills, crucial for personal and professional success. The course is structured into three modules, each focusing on specific aspects of communication, interpersonal skills, and soft skills in the workplace. Participants will delve into the core elements of communication, interpersonal relationships and professionalism. Through practical exercises and real-world examples, students will gain the necessary skills to express themselves clearly and persuasively.

Course Outcome

CO 1 : Develop clear and concise verbal and written communication skills.

CO 2: Demonstrate proficiency in crafting and delivering impactful presentations.

CO 3: Utilize active listening techniques to enhance understanding and collaboration.

CO 4: Enhance networking skills to build and maintain a professional support network.

CO 5: Cultivate emotional intelligence for effective self-awareness and interpersonal interactions.

CO 6: Uphold ethical standards and integrity in personal and professional conduct.

CO 7: Apply effective networking and communication strategies for career growth.

CO 8: Identify and pursue opportunities for career advancement.

Course Syllabus

Module 1: Foundations of Communication (10 Hours)

Understanding the Communication Process-Elements of Effective Communication-Verbal and Non-Verbal Communication -Importance of Active Listening-Techniques for Improving Listening Skills-Overcoming Barriers to Effective Listening-Basics of Business Writing-Email Etiquette and Professionalism-Crafting Clear and Concise Messages-Planning and Structuring Presentations-Delivery Techniques and Confidence Building

Module 2: Interpersonal Skills (10 Hours)

Importance of Interpersonal Skills-Developing Empathy and Emotional Intelligence-Conflict Resolution Strategies-Teamwork and Collaboration-Understanding Group Dynamics-Effective Team Communication- Networking Etiquette

Module 3: Soft Skills in the Workplace (10 Hours)

Prioritization and Goal Setting-Effective Time Management Techniques-Identifying and Managing Stressors-Relaxation Techniques-Balancing Work and Life-Emotional Intelligence in the Workplace-Empathy in Professional Settings-Emotional Intelligence Assessment- Professional Ethics and Integrity

Certificate Course - Batch 1 - BA English - Class Schedule 2021-22

Dept: English		Course: CEN 2104 Fundamentals of Communication and Soft Skills		
Sl No	Date	Time	Name of Teacher	Class Room No
1	11/6/2021	9.30-10.30	Fr. Titus Augustine	B30
2		10.30-11.30	Mr. Sam Johnson	B30

3		11.30-12.30	Dr Vimsy Geo	B30
4	11/20/2021	9.30-10.30	Fr. Titus Augustine	B30
5		10.30-11.30	Dr Vimsy Geo	B30
6		11.30-12.30	Mr. Sam Johnson	B30
7	11/27/2021	9.30-10.30	Dr Vimsy Geo	B30
8		10.30-11.30	Mr. Sam Johnson	B30
9		11.30-12.30	Fr. Titus Augustine	B30
10	12/4/2021	9.30-10.30	Fr. Titus Augustine	B30
11		10.30-11.30	Fr. Titus Augustine	B30
12		11.30-12.30	Mr. Sam Johnson	B30
13	12/18/2021	9.30-10.30	Dr Vimsy Geo	B30
14		10.30-11.30	Fr. Titus Augustine	B30
15		11.30-12.30	Mr. Sam Johnson	B30
16	1/1/2022	9.30-10.30	Mr. Sam Johnson	B30
17		10.30-11.30	Fr. Titus Augustine	B30
18		11.30-12.30	Dr Vimsy Geo	B30
19	1/15/2022	9.30-10.30	Fr. Titus Augustine	B30
20		10.30-11.30	Mr. Sam Johnson	B30
21		11.30-12.30	Dr Vimsy Geo	B30
22	1/22/2022	9.30-10.30	Mr. Sam Johnson	B30
23		10.30-11.30	Mr. Sam Johnson	B30
24		11.30-12.30	Dr Vimsy Geo	B30
25	29-02-2022	9.30-10.30	Dr Vimsy Geo	B30
26		10.30-11.30	Dr Vimsy Geo	B30
27		11.30-12.30	Fr. Titus Augustine	B30
28	2/5/2022	9.30-10.30	Mr. Sam Johnson	B30
29		10.30-11.30	Dr Vimsy Geo	B30
30		11.30-12.30	Mr. Sam Johnson	B30

**Certificate Course - Batch 2 - BSc (Phy+Chem+Zoo)- Class
Schedule 2021-22**

Dept: English

Course: CEN 2104 Fundamentals of

Communication and Soft Skills				
SI No	Date	Time	Name of Teacher	Class Room No
1	11/6/2021	9.30-10.30	Mr. Sam Johnson	Library Hall
2		10.30-11.30	Dr Vimsy Geo	Library Hall
3		11.30-12.30	Fr. Titus Augustine	Library Hall
4	11/20/2021	9.30-10.30	Dr Vimsy Geo	Library Hall
5		10.30-11.30	Mr. Sam Johnson	Library Hall
6		11.30-12.30	Fr. Titus Augustine	Library Hall
7	11/27/2021	9.30-10.30	Fr. Titus Augustine	Library Hall
8		10.30-11.30	Dr Vimsy Geo	Library Hall
9		11.30-12.30	Mr. Sam Johnson	Library Hall
10	12/4/2021	9.30-10.30	Dr Vimsy Geo	Library Hall
11		10.30-11.30	Dr Vimsy Geo	Library Hall
12		11.30-12.30	Fr. Titus Augustine	Library Hall
13	12/18/2021	9.30-10.30	Mr. Sam Johnson	Library Hall
14		10.30-11.30	Dr Vimsy Geo	Library Hall
15		11.30-12.30	Fr. Titus Augustine	Library Hall
16	1/1/2022	9.30-10.30	Dr Vimsy Geo	Library Hall
17		10.30-11.30	Mr. Sam Johnson	Library Hall
18		11.30-12.30	Fr. Titus Augustine	Library Hall
19	1/15/2022	9.30-10.30	Mr. Sam Johnson	Library Hall
20		10.30-11.30	Dr Vimsy Geo	Library Hall
21		11.30-12.30	Fr. Titus Augustine	Library Hall
22	1/22/2022	9.30-10.30	Dr Vimsy Geo	Library Hall
23		10.30-11.30	Dr Vimsy Geo	Library Hall
24		11.30-12.30	Fr. Titus Augustine	Library Hall
25	29-02-2022	9.30-10.30	Mr. Sam Johnson	Library Hall
26		10.30-11.30	Mr. Sam Johnson	Library Hall
27		11.30-12.30	Dr Vimsy Geo	Library Hall
28	2/5/2022	9.30-10.30	Fr. Titus Augustine	Library Hall
29		10.30-11.30	Fr. Titus Augustine	Library Hall
30		11.30-12.30	Dr Vimsy Geo	Library Hall

Certificate Course - Batch 3 - BA Economics - Class Schedule 2021-22

Dept: English		Course: CEN 2104 Fundamentals of Communication and Soft Skills		
SI No	Date	Time	Name of Teacher	Class Room No
1	11/6/2021	9.30-10.30	Dr. Indu V.S	A26
2		10.30-11.30	Dr. Elizabeth Renu Joseph	A26
3		11.30-12.30	Mr. Emil Beril	A26

4	11/20/2021	9.30-10.30	Dr. Indu V.S	A26
5		10.30-11.30	Dr. Elizabeth Renu Joseph	A26
6		11.30-12.30	Mr. Emil Beril	A26
7	11/27/2021	9.30-10.30	Dr. Indu V.S	A26
8		10.30-11.30	Dr. Elizabeth Renu Joseph	A26
9		11.30-12.30	Mr. Emil Beril	A26
10	12/4/2021	9.30-10.30	Dr. Indu V.S	A26
11		10.30-11.30	Dr. Elizabeth Renu Joseph	A26
12		11.30-12.30	Mr. Emil Beril	A26
13	12/18/2021	9.30-10.30	Dr. Indu V.S	A26
14		10.30-11.30	Dr. Elizabeth Renu Joseph	A26
15		11.30-12.30	Mr. Emil Beril	A26
16	1/1/2022	9.30-10.30	Dr. Elizabeth Renu Joseph	A26
17		10.30-11.30	Mr. Emil Beril	A26
18		11.30-12.30	Dr. Indu V.S	A26
19	1/15/2022	9.30-10.30	Dr. Indu V.S	A26
20		10.30-11.30	Dr. Elizabeth Renu Joseph	A26
21		11.30-12.30	Mr. Emil Beril	A26
22	1/22/2022	9.30-10.30	Dr. Indu V.S	A26
23		10.30-11.30	Dr. Elizabeth Renu Joseph	A26
24		11.30-12.30	Mr. Emil Beril	A26
25	29-02-2022	9.30-10.30	Dr. Indu V.S	A26
26		10.30-11.30	Dr. Elizabeth Renu Joseph	A26
27		11.30-12.30	Mr. Emil Beril	A26
28	2/5/2022	9.30-10.30	Dr. Indu V.S	A26
29		10.30-11.30	Dr. Elizabeth Renu Joseph	A26
30		11.30-12.30	Mr. Emil Beril	A26

Certificate Course - Batch 4 - BCom - Class Schedule 2021-22

Dept: English		Course: CEN 2104 Fundamentals of Communication and Soft Skills		
Sl No	Date	Time	Name of Teacher	Class Room No
1	11/6/2021	9.30-10.30	Mr. Emil Beril	B3
2		10.30-11.30	Dr. Indu V.S	B3
3		11.30-12.30	Dr. Elizabeth Renu Joseph	B3
4	11/20/2021	9.30-10.30	Mr. Emil Beril	B3
5		10.30-11.30	Dr. Indu V.S	B3
6		11.30-12.30	Dr. Elizabeth Renu Joseph	B3
7	11/27/2021	9.30-10.30	Mr. Emil Beril	B3
8		10.30-11.30	Dr. Indu V.S	B3
9		11.30-12.30	Dr. Elizabeth Renu Joseph	B3
10	12/4/2021	9.30-10.30	Mr. Emil Beril	B3

11		10.30-11.30	Dr. Indu V.S	B3
12		11.30-12.30	Dr. Elizabeth Renu Joseph	B3
13	12/18/2021	9.30-10.30	Mr. Emil Beril	B3
14		10.30-11.30	Dr. Indu V.S	B3
15		11.30-12.30	Dr. Elizabeth Renu Joseph	B3
16	1/1/2022	9.30-10.30	Mr. Emil Beril	B3
17		10.30-11.30	Dr. Indu V.S	B3
18		11.30-12.30	Dr. Elizabeth Renu Joseph	B3
19	1/15/2022	9.30-10.30	Mr. Emil Beril	B3
20		10.30-11.30	Dr. Indu V.S	B3
21		11.30-12.30	Dr. Elizabeth Renu Joseph	B3
22	1/22/2022	9.30-10.30	Mr. Emil Beril	B3
23		10.30-11.30	Dr. Indu V.S	B3
24		11.30-12.30	Dr. Elizabeth Renu Joseph	B3
25	29-02-2022	9.30-10.30	Mr. Emil Beril	B3
26		10.30-11.30	Dr. Indu V.S	B3
27		11.30-12.30	Dr. Elizabeth Renu Joseph	B3
28	2/5/2022	9.30-10.30	Mr. Emil Beril	B3
29		10.30-11.30	Dr. Indu V.S	B3
30		11.30-12.30	Dr. Elizabeth Renu Joseph	B3

Certificate Course - Batch 5 - BVoc - Class Schedule 2021-22

Dept: English		Course: CEN 2104 Fundamentals of Communication and Soft Skills		
Sl No	Date	Time	Name of Teacher	Class Room No
1	11/6/2021	9.30-10.30	Dr.Patricia Robin	Bvoc Hall
2		10.30-11.30	Mr. Emil Beril	Bvoc Hall
3		11.30-12.30	Dr.Patricia Robin	Bvoc Hall
4	11/20/2021	9.30-10.30	Dr.Patricia Robin	Bvoc Hall
5		10.30-11.30	Mr. Emil Beril	Bvoc Hall
6		11.30-12.30	Dr.Patricia Robin	Bvoc Hall
7	11/27/2021	9.30-10.30	Dr.Patricia Robin	Bvoc Hall
8		10.30-11.30	Mr. Emil Beril	Bvoc Hall
9		11.30-12.30	Dr.Patricia Robin	Bvoc Hall
10	12/4/2021	9.30-10.30	Dr.Patricia Robin	Bvoc Hall
11		10.30-11.30	Mr. Emil Beril	Bvoc Hall
12		11.30-12.30	Dr.Patricia Robin	Bvoc Hall
13	12/18/2021	9.30-10.30	Dr.Patricia Robin	Bvoc Hall
14		10.30-11.30	Mr. Emil Beril	Bvoc Hall
15		11.30-12.30	Dr.Patricia Robin	Bvoc Hall
16	1/1/2022	9.30-10.30	Dr.Patricia Robin	Bvoc Hall
17		10.30-11.30	Mr. Emil Beril	Bvoc Hall

18		11.30-12.30	Dr.Patricia Robin	Bvoc Hall
19	1/15/2022	9.30-10.30	Dr.Patricia Robin	Bvoc Hall
20		10.30-11.30	Mr. Emil Beril	Bvoc Hall
21		11.30-12.30	Dr.Patricia Robin	Bvoc Hall
22	1/22/2022	9.30-10.30	Dr.Patricia Robin	Bvoc Hall
23		10.30-11.30	Mr. Emil Beril	Bvoc Hall
24		11.30-12.30	Dr.Patricia Robin	Bvoc Hall
25	29-02-2022	9.30-10.30	Dr.Patricia Robin	Bvoc Hall
26		10.30-11.30	Mr. Emil Beril	Bvoc Hall
27		11.30-12.30	Dr.Patricia Robin	Bvoc Hall
28	2/5/2022	9.30-10.30	Dr.Patricia Robin	Bvoc Hall
29		10.30-11.30	Mr. Emil Beril	Bvoc Hall
30		11.30-12.30	Dr.Patricia Robin	Bvoc Hall

Roll No.	Date: Hour:	Date: Hour:	Date: Hour:	Date: Hour:	Date: Hour:	Date: Hour:	Date: Hour:	Date: Hour:	Date: Hour:	Date: Hour:	Date: Hour:	Date: Hour:	Date: Hour:	Date: Hour:	Date: Hour:	Date: Hour:	Date: Hour:	No. of hours present	No. of hours absent	% of attendance	Remark
9	5/2/22	5/2/22																24	6		
10	X	X																24	3		
11	X	X																24	3		
12	X	X																24	6		
13	X	X																30	3		
14	X	X																24	3		
15	X	X																24	3		
16	X	X																30	3		
17	X	X																24	3		
18	X	X																24	3		
19	X	X																24	3		
20	X	X																24	3		
21	X	X																24	3		
22	X	X																24	3		
23	X	X																24	3		
24	X	X																24	3		
25	X	X																24	3		
26	X	X																24	3		
27	X	X																24	3		
28	X	X																24	3		
29	X	X																24	3		
30	X	X																24	3		
31	X	X																24	3		
32	X	X																24	3		
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39	X	X																24	3		
40	X	X																24	3		
41	X	X																24	3		
42	X	X																24	3		
43	X	X																24	3		
44	X	X																24	3		
45	X	X																24	3		
46	X	X																24	3		
47	X	X																24	3		
48	X	X																24	3		
49	X	X																24	3		
50	X	X																24	3		

ADD-ON CELL
ST. MICHAEL'S COLLEGE, CHERTHALA
CERTIFICATE COURSE 2021-2022

Department: English
Course Code: CEN 2104

Title: Fundamentals of Communication and Soft Skills

Time: 1 Hour

Marks: 30

Choose the correct option and answer all the questions. Each carries 1 weight.

1. What is the primary purpose of communication in a professional setting?

- a) Entertainment**
- b) Information sharing**
- c) Personal expression**
- d) Socializing**

2. What is the key to successful conflict resolution in a team?

- a) Ignoring conflicts**
- b) Open communication and active listening**
- c) Blaming individuals for the conflict**
- d) Avoiding confrontation**

3. Which of the following is an example of non-verbal communication?

- a) Email**
- b) Facial expression**
- c) Phone call**
- d) Report**

4. What is a characteristic of professional ethics?

- a) Flexibility in principles**

- b) Prioritizing personal gain over ethical considerations**
- c) Transparency and integrity**
- d) Ignoring the impact on others**

5. Effective listening involves:

- a) Interrupting the speaker to ask questions**
- b) Avoiding eye contact to focus on the message**
- c) Summarizing and paraphrasing to confirm understanding**
- d) Responding without considering the speaker's perspective**

6. Emotional intelligence involves:

- a) Ignoring one's own emotions**
- b) Recognizing and managing emotions in oneself and others**
- c) Suppressing emotions at all times**
- d) Avoiding empathy**

7. What does an elevator pitch aim to achieve?

- a) Provide a detailed business plan**
- b) Introduce oneself and make a quick, compelling impression**
- c) Present a formal presentation to potential clients**
- d) Share personal achievements**

8. Which aspect is crucial for written communication in a business context?

- a) Lengthy paragraphs**
- b) Ambiguous language**
- c) Clarity and conciseness**
- d) Informal tone**

9. How can cultural competence benefit a workplace?

- a) Encourages groupthink**
- b) Limits diversity**

- c) Enhances teamwork and creativity
- d) Decreases productivity

10. Which of the following is a time management technique?

- a) Procrastination
- b) Multitasking
- c) Prioritization
- d) Ignoring deadlines

11. What is a key element of stress management?

- a) Ignoring stressors
- b) Increasing workload
- c) Recognition and coping strategies
- d) Avoiding breaks

12. What does personal branding refer to in a professional context?

- a) Using a company logo
- b) Establishing a consistent professional image
- c) Ignoring online presence
- d) Staying anonymous in the workplace

13. What is the primary purpose of non-verbal communication?

- A. To convey information through words
- B. To express emotions and feelings
- C. To organize thoughts logically
- D. To initiate formal discussions

14. Which is a common time-wasting habit to avoid in the workplace?

- A. Prioritizing tasks
- B. Multitasking
- C. Setting clear goals

D. Regularly reviewing progress

15. Stress management involves:

A. Ignoring stressors

B. Seeking social support

C. Avoiding self-care

D. Increasing caffeine intake

16. How can presenters engage their audience during a presentation?

A. Speak in a monotone voice

B. Avoid eye contact

C. Encourage questions and interactions

D. Read directly from the slides

17. What is a key component of emotional intelligence?

A. Ignoring others' feelings

B. Self-awareness and empathy

C. Avoiding all emotional expressions

D. Criticizing others openly

18. Which of the following is an essential element of effective communication?

A. Monotone voice

B. Ambiguous language

C. Active listening

D. Lack of eye contact

19. What is the first step in the communication process?

A. Encoding

B. Decoding

C. Feedback

D. Message

20. Which listening technique involves repeating back what you heard to confirm understanding?

- A. Reflective listening**
- B. Empathetic listening**
- C. Critical listening**
- D. Appreciative listening**

21. What is an important consideration when writing professional emails?

- A. Using slang and informal language**
- B. Including unnecessary details**
- C. Keeping messages concise and clear**
- D. Ignoring the subject line**

22. The purpose of a presentation's conclusion is to:

- A. Introduce the topic**
- B. Summarize key points**
- C. Provide new information**
- D. Extend the presentation duration**

23. What is the main benefit of active listening?

- A. Demonstrates multitasking abilities**
- B. Enhances understanding and rapport**
- C. Minimizes the need for clarification**
- D. Reduces the need for follow-up questions**

24. What is the correct sequence of the communication process?

- A. Message, Encoding, Channel, Decoding, Feedback**
- B. Encoding, Channel, Message, Feedback, Decoding**
- C. Message, Channel, Encoding, Decoding, Feedback**
- D. Channel, Encoding, Message, Feedback, Decoding**

25. Effective teamwork involves:

- A. Ignoring team dynamics**
- B. Encouraging open communication**
- C. Avoiding collaboration**
- D. Micromanaging team members**

26. What is the purpose of a professional network?

- A. To compete with colleagues**
- B. To build and maintain connections**
- C. To isolate oneself from others**
- D. To avoid collaboration**

27. How can conflicts be beneficial in a team setting?

- A. They hinder productivity**
- B. They foster creativity and problem-solving**
- C. They lead to team dissolution**
- D. They create a toxic work environment**

28. What is a key aspect of networking etiquette?

- A. Ignoring others' achievements**
- B. Focusing solely on self-promotion**
- C. Being genuine and reciprocal**
- D. Avoiding introductions**

29. Which is an example of a non-verbal cue that demonstrates empathy?

- A. Rolling eyes**
- B. Nodding in agreement**
- C. Avoiding eye contact**
- D. Interrupting frequently**

30. What is the role of empathy in effective communication?

- A. Indifference to others' feelings
- B. Understanding and sharing others' feelings
- C. Disregarding emotional nuances
- D. Criticizing others openly



Department: English

Course Code: CEN 2104

Title: Fundamentals of Communication and Soft Skills

COURSE REPORT

The "Fundamentals of Communication and Soft Skills" certificate course, conducted by the Department of English at St. Michael's College, Cherthala, during the academic year 2021-22, served as a pivotal initiative for first-year undergraduate students from diverse disciplines. The comprehensive 30-hour program aimed to address language inadequacies within students with limited exposure to English-speaking communities. In addition to refining spoken and written language skills, the course recognized the growing importance of soft skills acquisition in preparing students for success in the professional realm. The department's commitment to holistic education was evident as it sought to empower students not only academically but also in the development of essential interpersonal and communication skills. Moreover, the acquisition of soft skills is of paramount significance within the current scenario. The course has befittingly catered to this requirement as well. The course structure incorporated a blend of virtual communication lab and soft skills modules to create an engaging and interactive learning experience. Students, benefiting significantly from the course, reported a noticeable improvement in their language proficiency, contributing to enhanced performance in university examinations. Furthermore, the emphasis on soft skills proved instrumental as participants found themselves better prepared and more confident during subsequent placement drives. Testimonials from students highlighted the transformative impact of the "Fundamentals of Communication and Soft Skills" course. Participants expressed gratitude for the well-rounded curriculum that not only addressed language barriers but also equipped them with the interpersonal skills necessary for success in professional environments. The course's success underscored the department's adaptability, dedication to student development, and commitment to preparing individuals for the multifaceted challenges of academia and the professional world.




Principal
St. Michael's College
Cherthala