

**Course-Code    EDFC – 242**  
**SEMESTER- II**  
**Communication Skills**

**Unit –I Telephone Skills**

- Basics of Telephone communication
- How to handle calls- telephone manners
- Leaving a message
- Making requests
- Greeting and Leave Taking over phone(etiquette)
- Asking for and giving information
- Giving Instructions
- Listening for Tone/Mood and Attitude at the other end Handling the situations especially trouble shooting Teleconference handling Handling Tele interviews for Call Centres

**Unit –II Career Skills**

- Applying for job
- Cover letters
- Resume and Effective Profiling
- Interviews
- Group discussions

**Unit -III Soft Skills**

- Empathy(Understanding of someone else point's of view)
- Intrapersonal skills
- Interpersonal skills
- Problem solving
- Reflective thinking
- Critical thinking
- Negotiation skills