

VALUE ADDED COURSE ON COMMUNICATION SKILLS

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SYLLABUS



INSTITUTE OF VOCATIONAL STUDIES

VALUE ADDED COURSE: Communication Skills (VAC_CS)

B.Ed. SESSION: 2025-26

OBJECTIVES:

A 30-hour course on communication skills for future teachers is an effective way for boosting their capacity to interact with parents, colleagues, and students. It also helps in effective classroom management. Both verbal and nonverbal communication, as well as particular abilities required for efficient instruction, have been included in the program.

Following is a proposed program breakdown:

COURSE DURATION: 30 Hours

COURSE EVALUATION:

The participants will be evaluated on the following basis:

Practical Assignment	-	35 marks
Presentation	-	35 marks
Attendance	-	30 marks

Certificates will be provided to those candidates only who secure 70% marks.

Unit 1: Basics of Communication (10 hours).

Topics covered:

- Definition and Importance of Communication.
- Communication Process(Sender, Message, Medium, Receiver, Feedback)
- Types of Communication (Verbal, Non-verbal, Written, Digital)
- Communication Barriers and ways to overcome them.

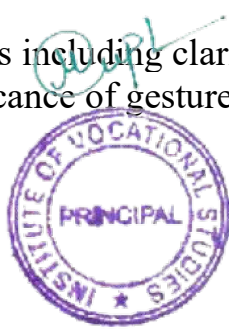
Activities :

- *Icebreaker: "introduce yourself creatively" (oral presentation)
- *Role-playing: demonstrating effective versus inefficient communication.
- *Group Discussion: Identifying communication hurdles in the classroom.

Unit 2: Verbal and Non Verbal communication (5 hours)

Topics Covered:

- Effective speaking strategies including clarity, tone, and structure.
- Body language: The significance of gestures, posture, and facial expressions.



- Developing rapport with students and parents.

Activities:

- *Practicing presentations and storytelling for classroom situations.
- *Decoding body language through observation games.

Unit 3: Written Communication for Teachers (5 hours)

Topics Covered:

- Basics of professional writing include emails, notes, and notices.
- Designing lesson plans and classroom materials.
- Giving constructive feedback to students in writing.

Activities:

- *Create sample emails or reports.
- *Peer-review exercises to improve written communication.
- *Writing criticism on hypothetical student submissions.

Unit 4: Conflict Resolution and Difficult Conversations (5 hours).

Topics Covered:

- Strategies for dealing with disagreements, professionally.
- Techniques for resolving student - parent conflicts.
- Concept of aggressiveness Vs assertiveness in communication.

Activities:

- *Role-play for challenging scenarios between teachers and students and parents.
- *Analyzing classroom - conflict case studies.

Unit 5: Communication for Inclusion and Diversity (5 hours)

Topics Covered:

- Communicating with different backgrounds students.
- Creating inclusive school settings through communication.
- Addressing unconscious bias in encounters.

Activities:

- *Include simulations to modify communication approaches for different learner.
- *Group conversations around bias and inclusion challenges.



SPECIMEN OF HAND-OUT



COMMUNICATION:



Communication is derived from the Latin word "**communicare**," which means "**to share**," "**to make common**," or "**to impart**." This root reflects the fundamental purpose of communication: to exchange information and create shared understanding between individuals or groups.

Communication is the process of exchanging information, ideas, thoughts, or feelings between individuals or groups through verbal, non-verbal, written, or visual means.

It involves a sender transmitting a message, a medium for delivery, and a receiver who interprets the message.

Effective communication ensures understanding and it can occur in various forms, such as face-to-face conversations, emails, gestures, or digital interactions.

IMPORTANCE OF COMMUNICATION

Ensures Clarity – Allows for the clear exchange of ideas, thoughts, and emotions, minimizing misunderstandings.

Strengthens Relationships – Enhances both personal and professional bonds through effective interaction.

Encourages Teamwork – Promotes cooperation and collaboration in various settings, including workplaces and communities.

Improves Efficiency – Provides clear instructions and expectations, leading to higher productivity and better outcomes.



Aids Decision-Making – Supplies necessary information to make well-informed choices.

Stimulates Creativity – Encourages idea-sharing, leading to innovation and effective problem-solving.

Supports Leadership – Plays a vital role in inspiring, guiding, and influencing others.

Helps Resolve Conflicts – Facilitates discussions and negotiations to address disagreements effectively.

Enhances Career Growth – Contributes to professional success, networking, and self-improvement.

Facilitates Learning – Makes the transfer of knowledge more effective, improving education and skill development.

Strong communication skills are essential for success in personal, academic, and professional aspects of life.

THE COMMUNICATION PROCESS

The communication process refers to the exchange of information between individuals or groups through a structured flow to ensure understanding.

Key Components of Communication

Sender (Encoder): The initiator of the message.

Message: The information, thought, or idea being conveyed.

Encoding: The process of converting the message into words, symbols, or gestures.

Channel: The medium used to deliver the message (e.g., speech, text, email, phone).

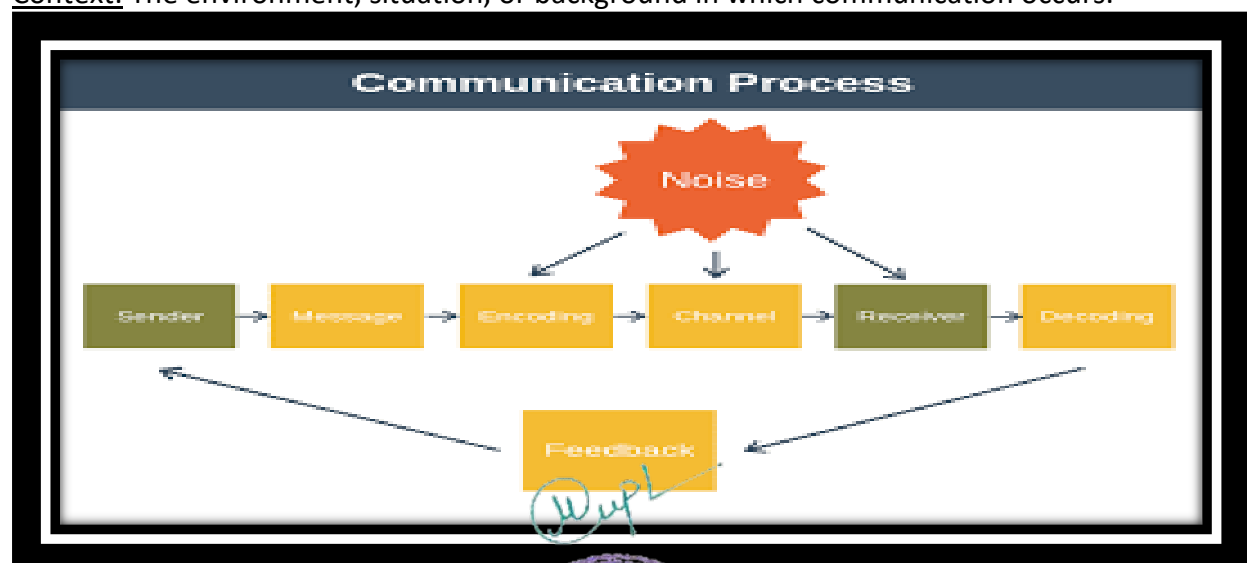
Receiver (Decoder): The individual or group interpreting the message.

Decoding: Understanding and interpreting the received message.

Feedback: The recipient's response, indicating whether the message was understood.

Noise: Any disruption (physical, psychological, or semantic) that may hinder message clarity.

Context: The environment, situation, or background in which communication occurs.



TYPES OF COMMUNICATION



Communication can be categorized into different types based on the mode of transmission and interaction. Below are the main types:

1. Verbal Communication

This involves the use of spoken or written words to convey a message.

Oral Communication: Conversations, speeches, meetings, phone calls, interviews.

Written Communication: Emails, letters, reports, text messages, blogs.

2. Nonverbal Communication

This involves conveying messages without words, using body language, facial expressions, gestures, and eye contact. It plays a crucial role in reinforcing verbal communication.

Examples: Smiling, nodding, hand gestures, posture, tone of voice.

3. Visual Communication

The use of visual elements to communicate ideas and information effectively.

Examples: Graphs, charts, infographics, maps, illustrations, videos.

4. Digital Communication

Communication that occurs through electronic devices and digital platforms.

Examples: Emails, social media (WhatsApp, Facebook, Twitter), video conferencing (Zoom, Teams), instant messaging.

SOME OTHER TYPES OF COMMUNICATION

5. Interpersonal Communication

A direct exchange of information between individuals, either verbally or nonverbally.

Examples: Face-to-face conversations, interviews, and counseling sessions.

6. Intrapersonal Communication

Internal communication within oneself, including self-reflection, thoughts, and internal dialogues.

Examples: Thinking, self-talk, and analyzing situations mentally.

7. Group Communication



Communication within a small group where members discuss, share ideas, and collaborate. Examples: Team meetings, brainstorming sessions, and group discussions.

8. Mass Communication

The dissemination of information to a large audience through media platforms.

Examples: Television, radio, newspapers, advertisements, and digital media.

COMMUNICATION BARRIERS



Barriers to Communication

Communication barriers are obstacles that prevent the smooth exchange of information between individuals or groups. These barriers can lead to misunderstandings, misinterpretations, or a complete breakdown in communication.

Types of Communication Barriers

1. Physical Barriers

Environmental or structural factors that hinder communication.

Examples: Background noise, long distances, poor internet connection, malfunctioning equipment, and office partitions.

2. Psychological Barriers

Mental and emotional factors that obstruct effective communication.

Examples: Stress, anxiety, lack of concentration, personal biases, and preconceived notions.

3. Language Barriers

Difficulties arising from differences in language, dialect, or the use of complex terminology.

Examples: Technical jargon, slang, strong accents, and language differences.

4. Cultural Barriers

Variations in cultural backgrounds, beliefs, customs, and values that affect communication.

Examples: Differences in greetings, etiquette, communication styles, and nonverbal cues.



5. Organizational Barriers

Challenges within a workplace or institution due to hierarchy, policies, or bureaucracy.

Examples: Unclear roles, excessive red tape, poor leadership, and lack of open communication.

6. Perceptual Barriers

Differences in how individuals interpret messages based on their experiences and perspectives.

Examples: Stereotyping, assumptions, misjudging tone, and misinterpretation of intent.

7. Emotional Barriers

Strong emotions that interfere with communication and understanding.

Examples: Fear, anger, resentment, lack of trust, and excessive sensitivity.

8. Technological Barriers

Issues related to the use of digital tools for communication.

Examples: Poor internet access, outdated technology, lack of technical knowledge, and miscommunication through digital platforms.

Ways to Overcome Communication Barriers

- ✓ Use simple and clear language.
- ✓ Practice active listening and ask for clarification.
- ✓ Minimize distractions and external noise.
- ✓ Be mindful of cultural differences.
- ✓ Provide communication training when necessary.
- ✓ Promote open dialogue and constructive feedback.



REPORT



REPORT ON VALUE ADDED COURSE : COMMUNICATION SKILLS

As part of the **Value Added Course (VAC)**, an experiential learning activity on **Conflict Resolution** was organised for the students of the Institute of Vocational Studies. The activity focused on helping students understand the nature of conflicts, their causes, and effective ways of resolving them through communication, empathy, cooperation, and problem-solving. Students enacted the roles of the individuals involved in the conflict and presented the situation before the class.

After presenting the conflict, students were asked to find and demonstrate an appropriate solution. They explored various strategies such as **active listening, dialogue, empathy, negotiation, compromise, cooperation, and maintaining a calm attitude**.

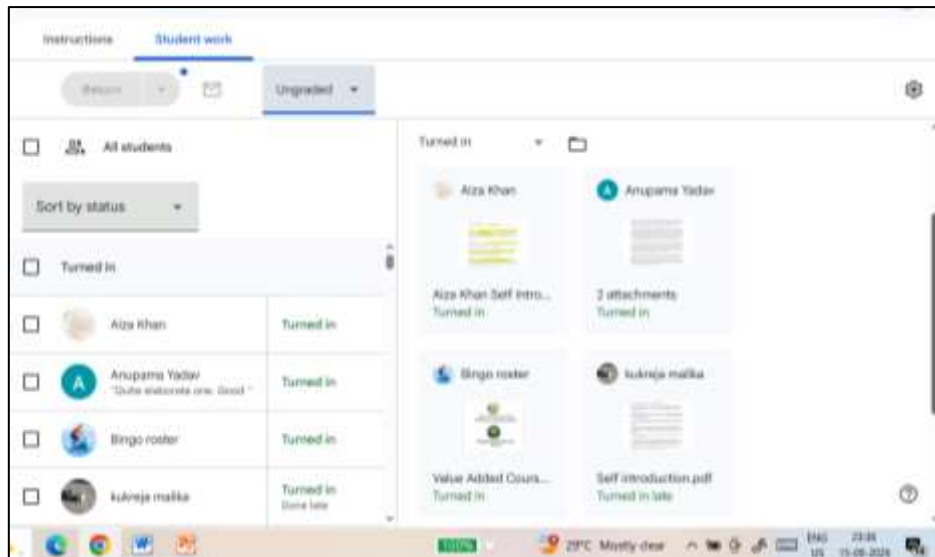
The activity was made more interactive by encouraging other students to analyse the situation and suggest alternative solutions. This helped the participants understand that conflicts can often be resolved through respectful communication rather than arguments or confrontation.

GLIMPSES OF THE ACTIVITIES

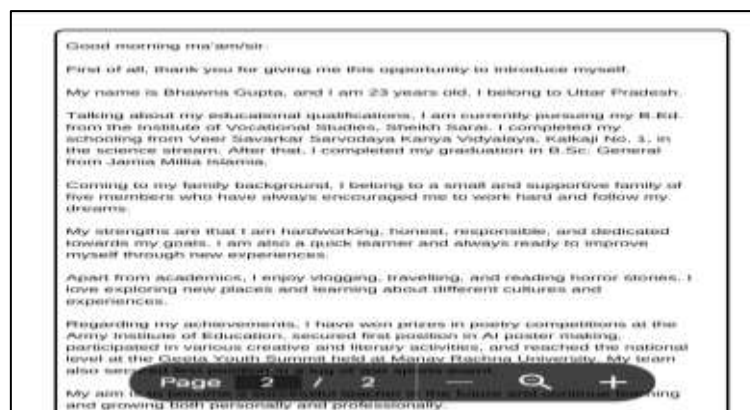


SPECIMEN OF ASSIGNMENT No 1

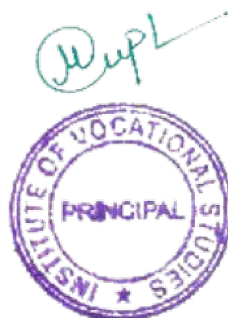




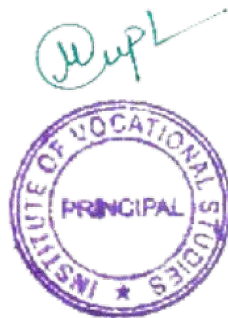
Assignment submitted online on Google Classroom by students regarding “Self Introduction” script.

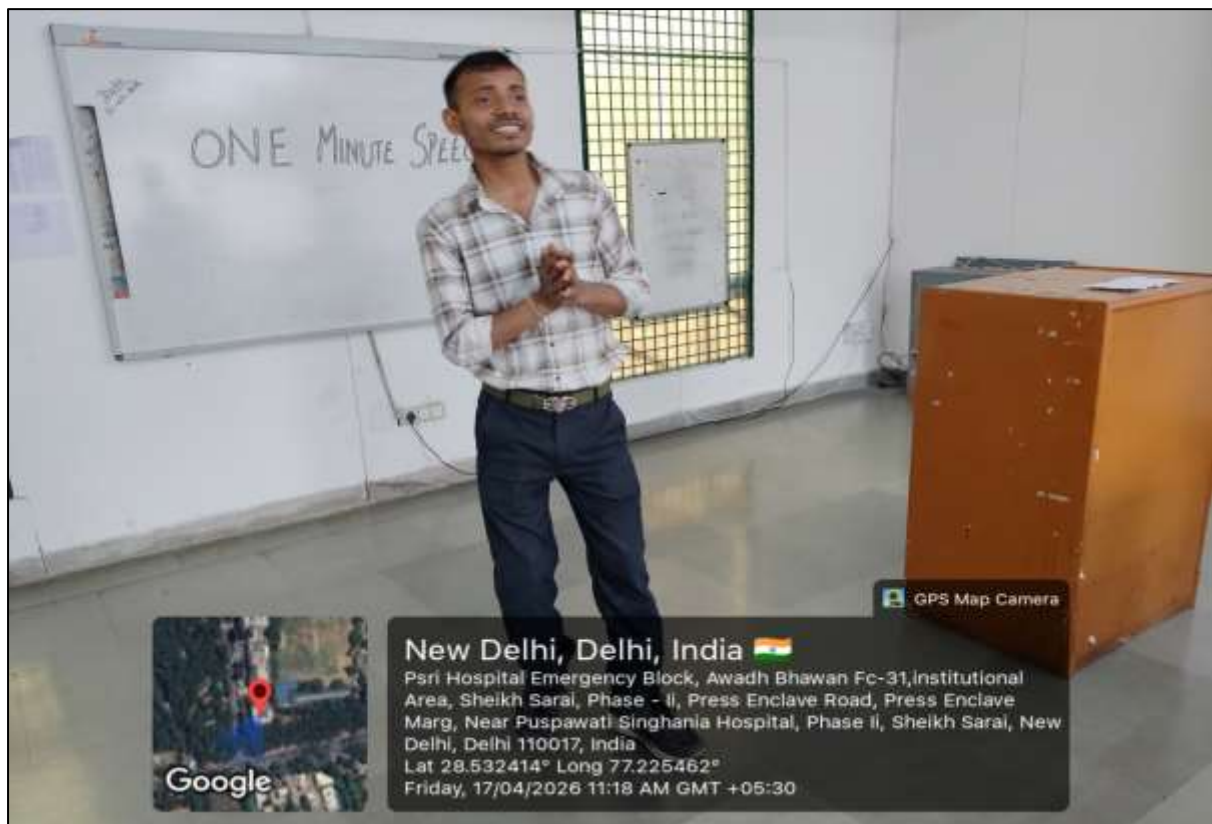


Specimen of student's 'self-introduction script' submitted online.



SPECIMEN OF ASSIGNMENT No 2





Students made presentations regarding their “Self Introduction” in One-Minute.



SPECIMEN OF CERTIFICATES ISSUED



INSTITUTE OF VOCATIONAL STUDIES

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Affiliated to GGSIPU and SCERT, Delhi



VALUE ADDED COURSE

COMMUNICATION SKILLS

Certificate of Completion

*This certificate is awarded to Ms. KANISHKA of
B.Ed Course for successfully completing 30 hours Value Added Course
on "Communication Skills" from 30th January 2026 to 8th May, 2026
organised by Institute of Vocational Studies, Sheikh Sarai, New Delhi.*

Dr. Mandira Gupta
Principal

Dr. M. Zainul Abedin Shamsi
Course Coordinator

