

Certificate Course of Developing Soft Skills and Personality

Paper- CCDSSP 1001

Maximum Marks: 50

Time: 2 Hours

Note: There will be ten (10) questions in all. The candidate will be required to attempt five questions selecting one question from each unit. All questions carry equal marks.

Unit I: Communication Skills; Effective Communication, Barriers to Miscommunication and how to overcome the Miscommunication.

Unit II: Form of communication: Verbal and Non-Verbal Communication; Introduction and its Importance.

Unit III: Body Language: For Interviews, For Group Discussions.

Unit IV: Presentation Skills: Overcoming Fear, Becoming a Professional, Self Confidence, Positive Attitude, Conversation English.

Unit V: Technology And Communication: Technological Personality, Mobile Personality, E-Mail Principles, How Not To Send E-Mails, Netiquette, E-Mail Etiquette.

Daily

Principal
**Principal
M.P.N. College,
Mullana (Ambala)**