

**KRISHNA UNIVERSITY**  
**Machilipatnam**

**Foundation Course -7**

**COMMUNICATION SKILLS AND SOFT SKILLS-3 (CSS -3)**

**COURSE CONTENT (30 hours)**

A current axiom is that hard skills will get a person an interview, but soft skills will get that person the job. Unit I of the course is on soft skills, which are absolutely necessary in the global job market. Writing is considered the most difficult of all the skills. Units II to V help the learner improve their writing skills, especially academic/formal writing.

**Unit I: Soft Skills**

1. Positive Attitude
2. Body Language
3. SWOT/SWOC Analysis
4. Emotional Intelligence
5. Netiquette

**Unit II: Paragraph Writing**

1. Paragraph Structure
2. Development of Ideas

**Unit III: Paraphrasing and Summarizing**

1. Elements of Effective Paraphrasing
2. Techniques for Paraphrasing
3. What Makes a Good Summary?
4. Stages of Summarizing

**Unit IV: Letter Writing**

1. Letter Writing (Formal and Informal)
2. E-correspondence

**Unit V:**

1. Resume and CV
2. Cover Letter

**SEMESTER-END EXAMINATION**  
**Pattern of the Question Paper for CSS 01**

**Time: 2 Hours**

**Maximum Marks: 50**

**Part - A**

1. Comprehension - 5 Marks(Five Multiple Choice Questions)

**Part - B**

2. Objective Type Questions - 20 Marks (Twenty Multiple Choice Questions)

**Part - C**

3. One Word Answers - 10 Marks (Ten Questions)

**Part - D**

4. One Sentence Answers - 10 Marks (Five Questions)

**Part - E**

5. Matching - 5 Marks (5=6)

**Reference Books:**

Commissionerate of Collegiate Education, Government of Andhra Pradesh (2015)  
*JKC -Communication Skills and Soft Skills: Student's Book*

Sethi, J., and P.V. Dhamija (1999) *A Course in Phonetics and Spoken English*  
New Delhi: Prentice-Hall of India

Daniel Jones (2011)*English Pronouncing Dictionary* (18<sup>th</sup> Edition) Ed. Peter Roach, Jane Setter, and John Esling

Quirk, Randolph and Sydney Greenbaum (1973) *A University Grammar of English*.  
Harlow: Longman. Chapters 2, 3,  
and 7

White, Goodith (2010) *Listening (Resource Book for Teachers)*. Oxford University  
Press

Nageshwar Rao and Rajendra P. Das (2009) *Communication Skills*. Mumbai:  
Himalaya Publishing  
House

Burton, S.H. (1983) *Mastering English Language*. The Macmillan Press Limited  
Chapter 3: Comprehension

[Grellet](#), Françoise (2007) *Developing Reading Skills*. Cambridge University Press  
Roberts, Rachael, Joanne Gakonga, and Andrew Preshous (2004) *IELTS Foundation:  
Student's Book*. Oxford: Macmillan  
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Study Skills*. Oxford: Macmillan  
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