**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**

**DIRECTORATE OF TRAINING: UNION TERRITORIES CIVIL SERVICES**

Institutional Area, Behind Karkardooma Courts, Shahdara Delhi 32

LEARNING UNITS OF TRAINING SESSIONS ON **‘ART OF COMMUNICATION’**

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| Name of the Package of Courses | | **Essential Life Skills** |
| Duration of the Course | | Two days |
| Number of Sessions | | 8 (Eight) |
| Name of Course Coordinator | | Course Coordinator (Trg.-IV) |
| **Enabling**  **Objectives** | Contents & Sequence |  |
|  | **DAY 1** | |
| **Session – I**  **10.00 a.m. to 11.15 a.m.** | Understanding Communication and Communication Processes | |
| **An Overview** | * + What is right communication?   + Communication skills and relationships   Reflection of internal personality | |
| **Session – II**  **11.30 a.m. to 12.45 p.m.** | Types of Communication and technical aid to Communication | |
| **Knowledge of Types of Communication** | **Types of Communication**   * + Verbal (Language, Music, Speech, Address, Lecture etc.)   + Non-verbal (Emotions – Anger, Smile, disappointment, silence, body language, gestures etc.)   + Visual (Pictures, paintings, portraits, sculptures, architecture etc.)   + Written (Letters, Essays, Reports, Articles, Notes etc.   + Digital (Advertisements, Email, Messaging, WebPages, etc.)   Complimenting use of various mediums of communication | |
| **Session – III**  **1.45 p.m. to 3.00 p.m.** | Developing Communication Skills | |
| **Knowledge of Skill development** | * + Verbal (Language usage of words, phrases, idioms, pace, pauses, accent, pronunciation, pitch, tone, clarity,)   + Non-verbal (Etiquettes, personal appearance, control of emotions etc.)   + Visual (Colour Selective, realistic rendition, resolution effect, theme)   Digital (Presentation, Tables, Templates, Bullet points, figures graphs, pie charts) | |
| **Session – IV**  **3.15 p.m. to 4.30 p.m.** | Essential Communication Skills | |
|  | * + Closed us Open-ended Questions   + Listening and its relevance   + Encouraging & Facilitating   + Feedback   + Focusing   + Identifying & Reflecting Feelings   + Interpreting   + Paraphrasing Responses   + Probing & Clarifying   + Processing: Mentally Categorizing Data   + Reassuring: Communicating Acceptance(Verbal & Nonverbal) | |

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|  | **DAY- 2** |
| **Session – V**  **10.00 a.m. to 11.15 a.m.** | Importance of Communication Skills in the Government Sector |
| **Knowledge of basic traits of Communication** | * + Thought process and mental analysis, imagination etc.   + Reproduction of coherent thoughts and analysis and precise expression   + Knowledge of technical terms and clarity   + Knowledge of prescribed formats of communication   + Interaction with superior, equals and subordinates   + Discussion with superior and with colleagues   + Meetings, interviews, conferences, seminars workshops   + Farewell and Welcome functions, General functions |
| **Session –VI**  **11.30 a.m. to 12.45 p.m.** | Methods of Communication in the Government Sector |
| **Knowledge of various methods** | * + Verbal (discussion, speeches, addresses, negotiations etc.)   + Written (application forms, oaths, affirmations   , petitions, letters, UO notes, DO letters, messages, memos, notices, circulars, orders, appreciation letters, invitations, reports etc.)  Non-verbal (Courtesies and etiquettes etc.) |
| **Session– VII**  **1.45 p.m. to 3.00 p.m.** | **Communication Skills and Public Dealing** |
| **Knowledge of basic etiquettes** | * + Communications as per target clientele   + Flexible approach with personal tour   + Same approach for same situation   Extensive use of notice boards, websites for sharing information |
| **Session - VIII**  **3.15 p.m. to 4.30 p.m.** | Communication and Personality – its effect |
| **Knowledge of effect of Communication and Personality** | * + **Effect on self**  1. Confidence 2. Mental alertness 3. Spontaneity of ideas expression 4. Quest for knowledge and keenness for sharing 5. Conduct and behaviour 6. Reflection and thoughtfulness 7. Accommodation with other points of view    * **Effect on others**      1. Network growth      2. Belongingness and support      3. New ideas and vision      4. Participatory environment    * **Effect on the organization**      1. Image building      2. New projects and schemes      3. Expansion    * **Effect on the public**      1. Citizen centre environment      2. Better implementation of schemes / projects   More P.P.P. (Public-Private Partnership) |