Course Name:
English Speaking and Personality Development
Course Code: A1

Address:
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E.S.P.D

1. Introduction:

Training sessions help people to explore their own selves with a different perspective and become more aware of their abilities and it helps many in taking the right approach towards solving any existing issues within and around themselves.

2. Eligibility:

Minimum Xth pass  **Duration:**
40 Hours. Hours each day
- Theory 10 hours
- Practical 30 hours

3. Course Details:

<table>
<thead>
<tr>
<th>Type of course</th>
<th>Personality Development Course</th>
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<tbody>
<tr>
<td>Syllabus</td>
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<tr>
<td>Active Listening</td>
<td>Understand the importance of listening</td>
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<td>Understand the four steps to effective listening.</td>
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<td>Understand the goals for effective listening.</td>
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<tr>
<td>Communication Skills</td>
<td>Understand the core components of communication</td>
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<td>State what is meant by negotiation and persuasion</td>
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<td>Learn how to handle difficult and aggressive customers</td>
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<td>Describe 4 qualities of the voice and demonstrate how to voice match with others</td>
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<td>State what is meant by positive reframing and demonstrate ability to reframe current negative language into positive</td>
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<td>Opportunities for adding value to our service</td>
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<td>Identify how to improve personal motivation and remain calm and resilient in difficult situations</td>
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<td>Demonstrate the skills used to handle difficult customers during role-play call scenarios</td>
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<td>Bio-data writing</td>
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<td>Interview skills</td>
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English Usage
• To identify the common errors made in English
• To understand the nuances of English Grammar
• To practice speaking accurate English
• To consciously reduce the common errors made while speaking

Goal Setting
• Describe ‘goal setting’
• Explain why goal setting is important to you
• Explain why the goal setting process often fails
• Explain why you haven’t succeeded at setting or achieving goals to date (if this is the case)

Presentation Skills
• Know the difference between a presentation and an effective presentation
• Know the principles of drafting an effective content
• Understand the importance of using appropriate structure and aids to enhance the presentation
• Know the importance of the presenter in making the presentation dynamic
• Etiquette

Problem Solving Decision Making
• Define and recognize a problem
• Understand the various steps involved in problem solving
• Be aware of the implications of making decisions
• Learn to use decision making techniques

Team Building
• To understand what is Teamwork
• To know why is Teamwork important
• Identify types of Teams
• Identify a Team’s purpose
• Recognize the scope of Team’s ability
• Identify the characteristics of Productive Teams

4. Fee:
Rs.5000 /- (exclusive of Service Tax)