



**Course on Developing Communication
Skills
Through
Network Based Computer Assisted
Language Learning**

Syllabus Outline

Institute of Chartered Accountants of Sri Lanka

Course on Developing Communication Skills

Target Group: Final II Level Students

Duration: 80 hours (4 hours per week over 5 months)

Number of students: 20 students per group

Objectives:

- To enhance the English language competence and communication skills of the students.
- To provide a stimulating learning environment where students can develop their communicative confidence and learner autonomy.
- To cater to the needs of individuals and different learning styles by providing a variety of learning materials.
- To provide a conducive multi-media learning environment where students can learn at their own pace.

Approach

The use of a variety of suitable teaching strategies, stated below

- Self studying using customized software
- Face-to-face presentations and discussions
- Small group brainstorming and task based activities
- Facilitations/lecture demonstrations by Resource Persons

The above factors are capable of accommodating the whole range of learning objectives that are envisaged throughout the course.

Assessment

- Informal assessment: Through Renet software
- Formal assessment: Placement test, Course-end test, testing the skills of Reading, Writing, Listening and Speaking
- Self-assessment

Course Syllabus

Core Components

1. Telephoning

This e-module will equip the learners with the skills necessary for making successful phone calls and building successful relationships on the phone. It focuses on a range of telephone skills e.g. taking messages, dealing with enquiries, complaints, difficult phone calls, asking the right questions etc.

I. Situations

- Effective communication on the phone
- Taking messages
- Checking details
- Handling customer problems and complains
- Making plans

II. Functions

- Asking someone's identity
- Identifying oneself on the telephone
- Clarifying information
- Making excuses
- Apologizing
- Making comparisons
- Checking arrangements
- Making requests

2. Meetings

This e-module discusses on conducting successful meetings, dealing with hostility and difficult questions and how to participate actively in a meeting.

I. Situations

- Meeting with a new client
- Handling effective meetings
- Handling hostility
- Leading questions
- Discussing business plans and problems
- Being a leader

II. Functions

- Learning how to be polite when handling meetings
- Practicing talking about possibilities
- Making decisions and predictions
- Conducting a successful meeting
- Motivating people at a meeting

3. Negotiating

This e-module deals with the practical skills and language which will help you negotiate successfully in business situations both inside and outside the company. Through role-play and feedback on performance and action planning, you will learn how to organise negotiations, control or influence outcome and air your views across in a non-confrontational manner

I. Situations

- Analysing needs
- Handling objections
- Dealing with hostile clients
- Reaching agreement
- Meeting to reach a decision or an agreement

II. Functions

- Making requests
- Expressing requirements and needs
- Answering discussion points
- Expressing disagreement
- Talking about obligations
- Making promises
- Making suggestions
- Talking about consequences

4. Presentations

This module provides you with a full understanding of how to deliver presentations. It demonstrates techniques for creating interest and impact that reflect your style and personality. It also shows how to reduce stress, deal with voice and breathing as well as how to handle your audience effectively

I. Situations

- Opening a talk
- Selling a product/ a concept
- Selling yourself
- Student will learn the skills in selling the benefits of the product
- Selling techniques
- Handling questions
- Handling frictions

II. Functions

- Talking about numbers
- Making requests
- Expressing likes and preferences
- Talking about possibilities
- Expressing opinion on requirements
- Describing past experiences/consequences
- Arguing and disagreeing

5. Business Writing

This module will help you to communicate more clearly and concisely in written English. It handles a wide range of components related to successful Business writing such as successfully writing letters, emails, reports, proofreading documents etc

I. Situations

- Successful writing
- Organizing information
- Working clearly & appropriately
- Linking Ideas
- Successful business letters and emails
- Letters: Case studies
- Business Reports: Organizing information
- Perfecting your document

II. Skills

- Developing the stages of writing business documents
- Breaking down a document into sections
- Organizing ideas
- Structuring the writing process
- Writing business documents clearly
- Writing logically, easy to follow texts
- Evaluating business letters
- Working on accepted styles and conventions
- Proofreading
- Preparing the final touches of a business writing

Sub Components

Grammar

This module will boost up the awareness and practice of the use of English grammar through a variety of activities from elementary to advanced. Not only does this grammar module help the purpose of accurate and effective communication skills but it would help you understand the correct rules in a more comprehensive manner.