K R I S H N A U N I V E R S I T Y

(A State University established by Govt. of A.P)

Dr. NTR PG Center for Higher Education

Department of English

Diploma in Advanced English and Soft Skills (6-Month/24 Weeks)

Core Modules: Advanced English Language (Months 1-3)

This section aims to achieve good proficiency in various aspects of the English language.

MODULE 1: **Advanced Grammar & Structure**

- **Verbals and Phrases:** Effective use of gerunds, infinitives, and participles; identifying and correcting dangling or misplaced modifiers.
- **Voice and Mood:** Proficient and context-appropriate use of active and passive voice; mastering the subjunctive and imperative moods.
- **Complex Sentence Structures:** Mastering simple, compound, complex, and compound-complex sentences; use of subordination and coordination.
- **Punctuation and Mechanics:** Advanced usage of the colon, semicolon, dash, and parentheses; coherence and cohesion in writing.

MODULE 2: Sophisticated Vocabulary & Usage

- **Advanced Lexicon:** Acquisition and proper application of high-frequency academic and professional vocabulary through etymology, portmanteau words etc.
- **Collocations:** Intensive practice with natural word pairings (e.g., "heavy rain" vs. "strong tea") and advanced idiomatic expressions.
- **Idioms & Phrasal Verbs:** Understanding and using complex multi-word verbs in professional and literary contexts.

- **Register and Style:** Differentiating and using formal, semi-formal, and informal language registers for different audiences (e.g., academic essays vs. business communication).

MODULE 3: Professional Communication Skills

- **Advanced Writing:** Drafting and editing research papers, detailed reports, executive summaries, and proposals.
- **Oral Expression:** Public speaking, effective presentation skills, techniques for engaging in debates and critical discussions.
- **Listening Comprehension:** Analyzing and synthesizing information from complex sources like academic lectures, panel discussions, and nuanced interviews.

Core Modules: Soft Skills & Employability Development (Months 4-6)

This section aims to achieve good proficiency in various Employability & Soft Skills.

MODULE 1:

Professional & Digital Communication: Drafting Executive Summaries, Detailed Proposals, and professional reports, formal business and digital etiquette, and professional email correspondence, Email, MS Office, online tools & AI

MODULE 2: **Soft Skills**
The following soft skills are aimed at, in the instruction and training of this module.

Skill	Key Topics Covered
1. Self-Awareness & Goal Setting	Identifying personal strengths and weaknesses (**SWOT analysis**); **SMART goal setting** for career progression.
2. Interpersonal Skills	**Active Listening** (advanced techniques); **Rapport Building**; Providing and receiving constructive **Feedback**; Managing diverse teams.
3. Body Language & cross-cultural communication	Facial expressions, posture, gestures, eye contact, and the use of space (**proxemics**). Relativity of cultural norms and values.
4. Presentation Skills	Effective presentations, Structuring and delivering persuasive, data-driven presentations; effective use of visual aids, Resume: interviews, group discussions.

Skill	Key Topics Covered
5. Emotional Intelligence	Self-awareness, self-regulation, relationship management and social skills. Motivation, empathy, **Assertiveness**, Leadership styles.
6. Conflict Resolution	Identifying sources of conflict; Applying different conflict management styles; **Negotiation and Persuasion** techniques.
7. Time & Stress Management	**Prioritization** (e.g., Eisenhower Matrix); Effective scheduling; Dealing with deadlines; Techniques for managing workplace stress.
8. Critical Thinking & Problem Solving	Analyzing complex problems; Root Cause Analysis; **Decision-making** under pressure; Logical reasoning in professional contexts.
9. Interview Mastery	Handling common and **stress based/ behavioral interview questions**; Group Discussion (GD) techniques; Mock interviews. **STAR method**. Networking for career development.
10. Resume & Personal Branding:	Types of CVs, creating **customized, high-impact resumes and cover letters** that pass Applicant Tracking Systems (ATS), Developing a professional presence (online and offline); LinkedIn Profile optimization.

MODULE 3: Project/Seminars/Presentations
Assessment is through Examination, & Viva Voce etc.

Reference Books:

Bolles, R. N. (2024). *What color is your parachute? 2024: A practical manual for job-hunters and career-changers*. Ten Speed Press.

Browne, M. N., & Keeley, S. M. (2020). *Asking the right questions: A guide to critical thinking* (12th ed.). Pearson Education.

Covey, S. R. (2020). *The 7 habits of highly effective people: 30th anniversary edition*. Simon & Schuster.

Goleman, D. (2020). *Emotional intelligence: Why it can matter more than IQ*. Bantam Books.

Patterson, K., Grenny, J., McMillan, R., & Switzler, A. (2011). *Crucial conversations: Tools for talking when stakes are high* (2nd ed.). McGraw-Hill Education.

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Diploma in Advanced English and Soft Skills

Model Question Paper

Duration: 3 hrs **Total Marks: 70**

SECTION-A

Answer any FIVE questions. Each carries 4 marks. (5 x 4 = 20 marks)

1. Explain the importance of the STAR method in behavioral interviews.
2. Briefly define Proxemics and its significance in cross-cultural communication.
3. List four key areas covered under the soft skill of Emotional Intelligence.
4. What is the primary function of an Applicant Tracking System (ATS) in the recruitment?
5. State the difference between a Semi-formal and an Informal language register.
6. Explain the concept of Collocations with a suitable example.
7. Define an idiom and use 5 colour-based idioms in your own sentences.

SECTION-B

Answer any FIVE questions. Each carries 10 marks. (5 x 10 = 50 marks)

1. Discuss the role of SWOT Analysis in identifying personal strengths and weaknesses and explain how SMART goal setting can be applied for effective career progression.

2. Describe the steps involved in drafting a detailed business proposal or professional report, ensuring proper use of formal business and digital etiquette.

3. Explain three different approaches for managing conflict. Illustrate how Negotiation and Persuasion techniques are used to resolve workplace conflicts.

4. Describe the Eisenhower Matrix for prioritization. Discuss how effective scheduling and this prioritization technique contribute to better Time and Stress Management.

5. Define Critical Thinking. Elaborate on the process of Root Cause Analysis and its importance in effective Problem Solving and Decision-making in professional contexts.

6. Discuss the essential elements of Body Language (facial expressions, posture, gestures, etc.). Explain how the relativity of cultural norms and values influences non-verbal communication in a global professional environment.

7. Describe the key components of effective Public Speaking and Presentation Skills. Explain the importance of structuring a persuasive, data-driven presentation and using appropriate visual aids.