

DegreeLive

B.Com Honours

Semester III

Calicut University

English for Communication

Course Code: AEC5 • Module 2 Notes

1. Professional Spoken Communication & Interpersonal Skills

Spoken English fluency and interpersonal communication skills are essential for career advancement, networking, public speaking, negotiation, and collaborative teamwork. This module covers conversational registers, group discussion dynamics, oral presentation structuring, public speaking confidence, and job interview preparation strategies.

Conversational English & Social Greetings

Effective interpersonal communication requires adapting tone, register, and vocabulary to specific social and professional contexts:

Formal Conversations

Applied in corporate meetings, academic discussions, client consultations, and official correspondence.

Characteristics: Polite phrasing ("Could you kindly elaborate...", "I appreciate your assistance"), professional salutations, structured turn-taking, and avoidance of casual slang.

Informal & Small Talk

Applied during casual peer interactions, networking icebreakers, and informal social gatherings.

Characteristics: Warm conversational tone, open-ended questions, active listening cues, and rapport building.

Group Discussions (GD) & Oral Presentations

Group Discussions evaluate a candidate's subject knowledge, communication fluency, leadership qualities, critical thinking, and team adaptability:

Communication Setting	Key Skills Assessed	Best Practices & Effective Techniques
Group Discussion (GD)	Subject clarity, logical reasoning, active listening, turn-taking, consensus building.	Initiate constructively with clear facts, support arguments with evidence, encourage quiet group members, avoid aggressive interruptions.
Oral Presentations	Speech structure, audience engagement, visual aid design, time management.	Structure into Introduction (Hook), Body (3 main key takeaways), and Conclusion (Summary/Call to Action). Use slide decks cleanly.
Public Speaking	Vocal modulation, stage presence, audience connection, anxiety management.	Maintain steady eye contact across the audience, regulate speech tempo, utilize purposeful pauses, practice deep breathing for stage confidence.

Interview Preparation & Interpersonal Etiquette

Job interviews require a strategic combination of clear verbal expression, professional body language, and structured analytical responses:

- STAR Method for Behavioral Questions:** Structure responses using ****Situation****, ****Task****, ****Action****, and ****Result**** to clearly illustrate problem-solving capabilities and past achievements.
- Interview Body Language:** Upright posture, firm handshake (where appropriate), direct and polite eye contact, genuine smile, and controlled hand gestures.
- Core Interview Questions Preparation:** Articulating self-introductions, long-term career goals, personal strengths and weaknesses, and asking insightful questions about the target organization.

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