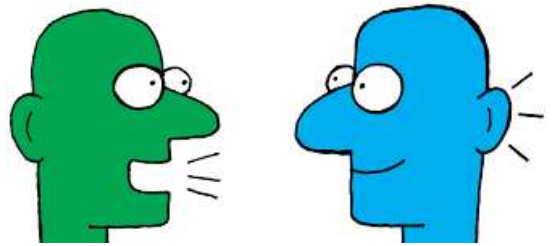




CCYM'S **HASHU ADVANI COLLEGE OF SPECIAL EDUCATION**

**SYLLABUS OF CERTIFICATE COURSE - AAO BATE KARE**

**Introduction to AAO BATE KARE**



*"I am not what I think I am, and I am not what you think I am. I am what I think you think I am."*

— **Charles Horton Cooley**

We all are aware of the fact that communication is important for socialisation, networking and collaboration in everyday life. It is essential to have good command over conversation for professional and personal growth - be it a formal or informal conversation. Conversation is the backbone of what happens in your work place, your home and also in your social sphere. Conversation in an effective manner plays a major role for successful living.

WHO has listed effective communication as one of the life skills among the 10 most needed life skills. Every human has this skill present in her / him. But not necessarily all of them are aware of its impact and benefits. Many factors are responsible for our conversational skills like individual differences, heredity, environment, motivation, role model, training, grooming etc.

Team HACSE got impressed by the quote of **John Powell** "Communication works for those who work at it". And we are launching a value added certificate course 'AAO BATE KARE', which is one attempt of the institution in addition to regular B.Ed. (Special Education) programmes. This is for the interested participants who wish to modify their conversational skill.



**MODE OF INSTRUCTION:** Online mode

**MEDIUM OF INSTRUCTION:** Hindi

**DURATION:** 45 Hours

- ⇒ **Instructional:** 15 Hours
- ⇒ **Self-Paced monitored learning:** 30 Hours
- ⇒ **Outcome:** Improved conversation skills and a certificate

**Attendance:** Attendance for minimum 13 Instructional hours (sessions ) out of 15 hours is must, for completion of the certificate course.



**COURSE OBJECTIVE:** To provide opportunity for the participants to measurably improve their conversational skills useful in social, personal and professional life.

### **COURSE LEARNING OUTCOMES:**

**After successful completion of this course the participant will be able to:**

- Understand the conversational key concepts
- Demonstrate improvement in given 15 areas of content listed below towards better conversation
- Know how to take further improvement as a life long journey.

### **COURSE CONTENTS:**

**MODULE 1: Meaning and Scope of Conversation** (One Hour Lecture + Two Hours Home Task = Three Hours)

#### **MODULE TRANSACTION:**

- ⇒ Interactive reflections / role play / watching AV
- ⇒ Undertaking and submitting tasks

#### **CONTENT:**

1. A. Meaning /Definition of Conversation –Informal Way
1. B. Illustration of Conversation –Movies, Everyday life
1. C. Example of different conversations, in different situations
- 1.D. **Terms** Associated/Relationship between - Communication, Dialogue, Conversation
1. E. **Scope** of Conversation
  - Personal life - Better living, Self Esteem, Confidence, Efficacy, Mental Hygiene
  - Social-Marital Adjustment , Social Adjustment ,Emotional Adjustment
  - Effective Professional /Work environment

**MODULE 2: Conversational basics:** Eye Contact, Body Language, Proximity, Confidence, making conversation non-threatening (One Hour Lecture + Two Hours Home Task = Three Hours)

#### **MODULE TRANSACTION:**

- ⇒ Interactive reflections / game / experience sharing
- ⇒ Undertaking and submitting tasks

## CONTENT:

### 2. A. Eye Contact-

- What it means?
- Why it is important?
- When –what type of eye contact?
- How to use – in conversation?

### 2. B. Body Language –

- What it means?
- Why it is important?
- When –what type of body language? (gender / age / role / relationship)

### 2. C. Proximity-

- What it means?
- Why it is important?
- When –what type of proximity?
- How to use – in conversation?

### 2. D. Confidence-

- What it means?
- Why it is important?
- When –what type of confidence?
- How to use – in conversation?

### 2. E. Making conversation non-threatening-

- Illustration of threatening and non-threatening conversation –movies, everyday life
- What is the significance of making conversation non-threatening?
- Tips make a conversation non-threatening

## MODULE 3: Initiating and Rolling question answers for social conversation and for specific purpose of gaining information (One Hour Lecture + Two Hours Home Task = Three Hours)

### MODULE TRANSACTION:

- ⇒ Experience sharing / role play / watching AV
- ⇒ Undertaking and submitting tasks

## CONTENT:

### 3. A. Initiating question answers

#### How to make questions specific and yet acceptable?

- Why do it /Significance –(a)for social conversation and  
(b) For specific purpose of gaining information
- (How) Illustration

### 3. B. Rolling question answers for social conversation and for specific purpose of gaining information- Significance, Illustration – everyday examples/movies

- What is it?
- Why do it/ Significance –(a)for social conversation and  
(b) for specific purpose of gaining information
- (How) Illustration

- Selecting appropriate questions / giving cues or probes / leading conversation to desired outcome

**MODULE 4: Going Beyond Question Answers: responding, commenting, supporting point, agreeing, disagreeing, changing topic, concluding, winding up** (One Hour Lecture + Two Hours Home Task = Three Hours)

**MODULE TRANSACTION:**

- ⇒ Watching demo of each type / role play / watching AV
- ⇒ Undertaking and submitting tasks

**CONTENT:**

**4. A. Why not only question answers?**

- What is role of commenting in conversation?
- Good/Bad Comments
- How to comment in conversation?

**4. B. Supporting point**

- What is role of including ‘supporting point’ in conversation?
- How to incorporate ‘supporting point’ in conversation?

**4. C. Agreeing**

- What is role of ‘Agreeing upon’ in conversation?
- How to show that you agree with one, ‘you are conversing with’ during conversation?

**4. D. Disagreeing**

- What is role of ‘Disagreeing upon’ in conversation?
- How to show that you disagree with one, ‘you are conversing with’ during conversation?

**4. E. Changing topic**

- What is role of ‘Changing Topic’ in conversation?
- How to change a topic in conversation?
- What tricks to be followed while changing the topic during conversation?
- Significance of changing the topic –spontaneously, linking prior conversation, how to naturally changing the topic without disconnecting the conversation.

**4. F. Concluding/ Winding up**

- Significance of concluding/winding up the conversation
- Good-humoured/playful/typically spontaneous/With quote/song saying- winding up the **conversation**
- Tricks/Tips to conclude/wind up the conversation.

**MODULE 5: Conversation from Authority Perspective** (One Hour Lecture + Two Hours Home Task = Three Hours)

**MODULE TRANSACTION:**

- ⇒ Watching demo / role play / discussion and reflections
- ⇒ Undertaking and submitting tasks

**CONTENT:**

**5. A. Authoritative distance**

- 5. B. Authoritative words
- 5. C. Authoritative yet warm body language, voice
- 5. D. Maintenance of Authority along with friendly bond
- 5. E. Saying difficult things in acceptable ways
- 5. F. Responding to authority talking

**MODULE 6: Telephone Conversation** (One Hour Lecture + Two Hours Home Task = Three Hours)

**MODULE TRANSACTION:**

- ⇒ Interactive reflections with probes / role play / listing learnings
- ⇒ Undertaking and submitting tasks

**CONTENT:**

- 6. A. **Phone** etiquettes / professional ethics (message before calling / time / self-introduction etc.)
- 6. B. **Starting** a conversation
- 6. C. **Rolling** a conversation (Supporting/Agreeing/Disagreeing/Changing topic etc)
- 6. D. **Effective** ending/concluding a telephonic conversation
- 6. E. **Making** conversation listening oriented rather than visually oriented e.g. describing recipe or address
- 6.7. Responding verbally: range and appropriateness

**MODULE 7: Intro - Content - Out-tro** (One Hour Lecture + Two Hours Home Task = Three Hours)

**MODULE TRANSACTION:**

- ⇒ Listening to demo tapes for three stages / role play / Practicing 3 steps
- ⇒ Undertaking and submitting tasks

**CONTENT:**

- 7. A. **Skill** development of Intro –with Illustrations from everyday life in conversation
- 7. B. Significance of Content in conversation
- 7. C. Skill development of Out-tro (drawing conclusion and identifying action points) in conversation
- 7. D. How to identify 3 steps
- 7. E. How to implement 3 steps

**MODULE 8: Keeping Conversation Rolling / Repairing Conversation / 3 fillers CBP (cricket/ Bollywood / Politics)** (One Hour Lecture + Two Hours Home Task = Three Hours)

**MODULE TRANSACTION:**

- ⇒ Watching demo of each type / role play / watching AV
- ⇒ Undertaking and submitting tasks

## CONTENT:

### 8. A. Keeping Conversation Rolling

- Skill development in ice breaking in new social environment
- Understanding keeping conversation rolling with new communicative partners like co-passenger
- Tips/Tricks to keep Conversation rolling
- Not taking strong stands
- Using conversation for judging others
- Appropriate responses: Range and need

### 8. B. Repairing Conversation

- Illustration of repairing conversation
- Tips/Tricks to repair conversation

### 8. C. 3 fillers CBP (cricket/ Bollywood / Politics)

- Illustration of using three fillers CBP (cricket/ Bollywood / Politics) in conversation
- Need of using three fillers CBP (cricket/ Bollywood / Politics) in conversation
- Tips/Tricks for using three fillers CBP (cricket/ Bollywood / Politics) in conversation

**MODULE 9: Casual social conversation:** Small talks / building bridges / no-pressure talks / time pass  
(One Hour Lecture + Two Hours Home Task = Three Hours)

### 9. A. Small Talks

- Meaning of Small talks
- Significance of incorporating small talks in conversation
- Illustration of Small talks in conversation

### 9. B. Building Bridges

- Meaning of Building Bridges in conversation
- Significance of building bridges in conversation
- Illustration of Building Bridges in conversation

### 9. C. No-Pressure Talks / Time Pass

- Significance of including no-pressure talks/time pass in conversation

**MODULE 10: Sharing Jokes / Kisse / narrations** (One Hour Lecture + Two Hours Home Task = Three Hours)

## MODULE TRANSACTION:

- ⇒ Practicing skill development / feedback based pre post reviewing / watching AVs followed by discussions
- ⇒ Undertaking and submitting tasks

## CONTENT:

**10. A.** Skill development in Sharing Jokes/Kisse in conversation (own / other's )

**10. B.** Illustration of sharing Jokes/Kisse in conversation for keeping the conversation rolling in a playful manner, on and on full of humour, fun and frolic and building bonds.

**MODULE 11: Reciting Poems** (One Hour Lecture + Two Hours Home Task = Three Hours)

**MODULE TRANSACTION:**

- ⇒ Listening rhymes, poems, sher-shayari / practicing recitation
- ⇒ Undertaking and submitting tasks

**CONTENT:**

- 11. A.** Skill development in reciting poem / rhyme / sher shayari  
Supra-segmentals: intonation / pauses / speed / repeating lines
- 11. B.** Strategies for effective recitation
- 11. C.** How to keep content ready in mind for using appropriately

**MODULE 12: Narration (One Hour Lecture + Two Hours Home Task = Three Hours)****MODULE TRANSACTION:**

- ⇒ Watching – listening demo / role play / discussion and review
- ⇒ Undertaking and submitting tasks

**CONTENT:**

- 12. A.** Skill development in Narration (describing person / process / situation)
- 12. B.** Changing language / content / talking style as per the conversation partner (child / friends / strangers / authority figure)
- 12. C.** Making narrations multi lingual
- 12. D.** Deciding length of narration (when to elaborate and when not)
- 12. E.** Do's and Don'ts –while narrating in conversation
- 12. F.** How to make narration interesting, how to hold attention and interest

**MODULE 13: Loud Reading (One Hour Lecture + Two Hours Home Task = Three Hours)****MODULE TRANSACTION:**

- ⇒ Listening to demos / Practicing with feedback / discussing parameters
- ⇒ Undertaking and submitting tasks

**CONTENT:**

- 13. A. Loud** reading for improving diction, expression
- 13. B.** Skill development in Loud reading (loudness / clarity of articulation / maintain energy level towards end of the sentence / emphasizing – high lighting / pauses / voice modulation / setting emotional tone)
- 13. C. Significance** of practicing loud reading for better conversation skills

**MODULE 14: Finding connection (One Hour Lecture + Two Hours Home Task = Three Hours)****MODULE TRANSACTION:**

- ⇒ Discussion / role play / game

⇒ Undertaking and submitting tasks

**CONTENT:**

- 14. A. Significance of finding connection –during conversation and in conversation
- 14. B. Finding connection – Important for Connecting with person socially
- 14. C. Tips/Tricks to find a way to bond for building connection.
- 14. D. Find connection - Making person –you are conversing with - feel comfortable -  
Caring the person –you are conversing with  
Empathy and patience

**MODULE 15: From being INTERESTING to being INTERESTED in partners of conversation and learning to listen (One Hour Lecture + Two Hours Home Task = Three Hours)**

**MODULE TRANSACTION:**

- ⇒ Discussion and listing conclusions / role play / watching AV
- ⇒ Undertaking and submitting tasks

**CONTENT:**

- 15. A. Meaning of –‘From being INTERESTING’ to’ being INTERESTED ’in partners of conversation
  - 15. B. Role of partners of conversation- From being INTERESTING to being INTERESTED
  - 15. C. Meaning of ‘Listening’, Meaning of ‘Learning to listen’
  - 15. D. Role of conversers (partners of conversation) in ‘Learning to Listen’
  - 15. E. Indicating and body language of undivided attention
  - 15. F. Indicating less time and leading discussion towards winding up – directly / indirectly
  - 15.G .Strategies to show interest: eye contact / body language / asking questions / giving space to complete / patience.
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