



## **CERTIFICATE COURSE IN SOFT SKILL DEVELOPMENT**

### **Induction:**

- Energy Classification
- Introduction to different renewable energy

### **Verbal communication**

- **Probing Skills**
  - Open-ended Questions
  - Close-ended Questions
  - Counter-productive questions
  - Paraphrasing
  - Summarizing
- **Listening Skills**
  - Active Listening
  - Reflective Listening
  - Passive Listening
- **Business Etiquette and Personal Grooming**
- **Making a Great First Impression:**
  - How to present yourself to people
  - Greetings, Introductions
  - The art of small talk - How to make proper introductions, Paying & Receiving Compliments, Small Talk & Networking
  - Developing Your Professional and Personal Image
  - Personal Hygiene
  - Polish interpersonal skills
  - Etiquette of Dressing:
    - The do's and don'ts in dressing
    - Understanding various dress codes
    - Clothes and Corporate Culture
    - Build self-confidence and self-esteem
    - Various verbal exercises to polish enunciation and pronunciations.
    - Voice modulation using the correct range and level of tone

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## Accent Neutralization

- Identifying and dealing with Mother Tongue Influence (MTI)
- Using Intonation and syllable stress
- Pausing for effect

## Interviewing Skills & Group Discussions

- Speaking up during interviews and GDs
- Citing examples and evidence
- Being assertive
- Body Language
- The Handshake
- Developing an attractive facial expression
- Maintaining eye contact
- Hand movement and gestures

## Mock Interviews & GDs

