

DEPARTMENT OFV TOURISM
HENRY BAKER COLLEGE, MELUKAVU
CERTIFICATE PROGRAMME

Programme Code: **HBC/ TOU/CP02/2019-20**

Title of the Programme: **ART OF SMALL TALK**

Name of the Faculty: **Ms. Aneetta Elizabeth Manuel**

Instructional Hours: **30 Hours**

SYLLABUS

(100% Theory)

Objective:

1. *To develop the need for people to maintain a positive face and feel approved of by those who are listening to them, thereby lubricating social interactions in a very flexible way.*

Module I : Art of small talk: - Meaning- Need – Importance of talk – Steps in conversation – Easy ways to develop small talk

(6 Hours)

Module II : Small talk in business – Making small talk – Mistakes in talk – Tips to master the art of small talk – Initiating a talk – Sustaining a talk – Ending a talk

(7Hours)

Module III : Verbal Communication – Non -Verbal Communication – Kinesis –Proxemics – Para Language – Channels – Barriers – Effective talking

(8Hours)

Module IV : Speaking – Fluency in speaking – Participating in Small talks – Making short formal talks – Describing people- places-events and things – Group discussion talks

(9Hours)

Suggested Readings:

1. Holmes, J. & Fillary, R. (2000) "Handling Small Talk at Work: challenges for workers with intellectual disabilities", *International Journal of Disability* 47,3.
2. Chriss Wright : *Handbook of Practical Communication Skills*, Jaico Publishing House.
3. Communication: *Making Connections* (7th Edition) William J Seller, Addison Wesley
4. Study Speaking: *A Course in Spoken English For Academic Purposes*. Anderson, Kenneth, Joan, New Delhi: OUP, 2008
5. Marilyn Anderson, Pramod K Nayar and Madhucchandra Sen. *Critical Thinking, Academic Writing and Presentation Skills*. Pearson Education and Mahatma Gandhi University.