PG DEPARTMENT OF ENGLISH

Communication Skills for Social Work Practice

Add on course

Date of Event: 2025-26

Faculty-in Charge: Ms. Annie Sebastian/ Ms. Sreelakshmi K.



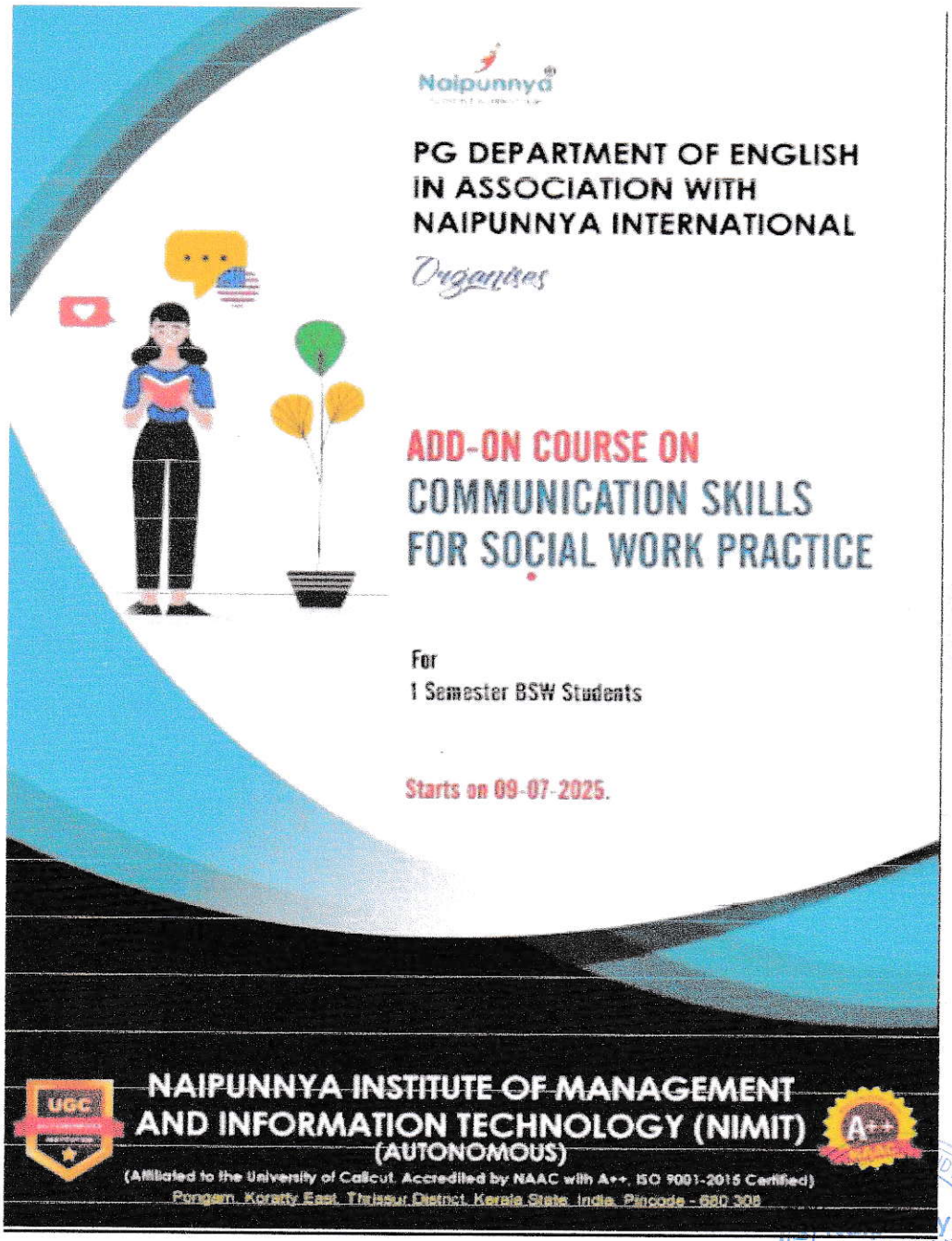
REPORT

Add-on programmes are additional courses or activities designed to help students develop advanced skills and deeper knowledge, making them better prepared for the professional world. These programmes significantly enhance employability and pave the way for a rewarding career. In addition to improving technical and professional competencies, they also build confidence, which positively reflects in one's overall personality. Such supplementary courses strengthen students' portfolios and equip them with the essential skills required to begin working or even start freelancing soon after graduation. With this objective, the add-on course Communication Skills for Social Work Practice (NLA 1AOP17) was offered to I Semester BSW students during the academic year 2025–26. The offline sessions, held in the respective classrooms from 9 July 2025, included both theory and practical components focusing on the four fundamental communication skills: Reading, Writing, Listening, and Speaking.

Prepared by:	**Verified by:**	**Approved by:**
Ms. Annie Sebastian	Dr. Purnima.S. Kumar	Rev. Fr. Dr. Paulachan K. J.
Asst. Professor	HOD, English	Principal

NAIPUNNYA INSTITUTE OF MANAGEMENT AND INFORMATION TECHNOLOGY
Naipunnya
To reach the unreachable
Pongam, Koratty East
Thrissur District
Kerala-680 308

BROCHURE


Naipunnya
PG DEPARTMENT OF ENGLISH
IN ASSOCIATION WITH
NAIPUNNYA INTERNATIONAL
Organises
ADD-ON COURSE ON
COMMUNICATION SKILLS
FOR SOCIAL WORK PRACTICE
For
1 Semester BSW Students
Starts on 09-07-2025.
NAIPUNNYA INSTITUTE OF MANAGEMENT
AND INFORMATION TECHNOLOGY (NIMIT)
(AUTONOMOUS)
(Affiliated to the University of Calicut. Accredited by NAAC with A++. ISO 9001-2015 Certified)
Pongam, Koratty East, Thrissur District, Kerala State, India. Pincode - 680 308

Syllabus

NLA1AOP17- Communication Skills for Social Work Practice

No. of sessions: 30

Programme Outcomes

PO1: Critical Thinking: Take informed actions after identifying the assumptions that frame our thinking and actions, checking out the degree to which these assumptions are accurate and valid, and looking at our ideas and decisions (intellectual, organizational, and personal) from different perspectives.
PO2: Effective Communication: Speak, read, write and listen clearly in person and through electronic media in English and in one Indian language, and make meaning of the world by connecting people, ideas, books, media and technology.
PO3. Citizenship ethics, and sustainability: Demonstrate empathetic social concern and equity centered national development. Guided by ethics. Promoting social, economic and environment sustainability.
PO4: Use of computer skills: Use the knowledge of computers and information technology for data acquisition and data analysis in experimental investigations and in communication.
PO5: Self-directed and Life-long Learning: Acquire the ability to engage in independent and life-long learning in the broadest context socio-technological changes.

Course Outcomes

CO1- Demonstrate effective communication with individuals, families, and communities in social work settings.
CO2- Apply active listening, empathy, and counselling micro-skills in supportive conversations.
CO3-Maintain professional documentation including case notes, reports, and observations with accuracy and clarity.
Co4 -Practise ethical communication during fieldwork, crisis situations, and conflict resolution.

Naipunnya Pongam,Koratty Thrissur District Kerala-680 308

PO / CO	PO1	PO2	PO3	PO4	PO5
CO1	3	3	3	1	3
CO2	2	3	1	1	3
C03	1	2	3	1	2
CO4	3	3	1	1	2

COURSE DESCRIPTION:

A. COURSE SUMMARY:

Module 1: 5 hrs
Module 2: 5 hrs
Module 3: 10 hrs
Module 4: 10 hrs

Total: 30 hrs

COURSE DETAILS:

Module 1 — Introduction to Social Work Communication (5 hrs)

Meaning and importance of communication in social work, functions and types of communication, barriers to communication and methods to overcome them, qualities of an effective social worker, understanding client perspectives and contexts.

Module 2 — Counselling and Micro-Skills for Social Work Practice (8 hrs)

Active listening, empathy and rapport building, questioning skills, reflection and paraphrasing, non-verbal communication, tone and emotional cues, boundaries in helping relationships, introduction to basic counselling techniques used in casework.

Module 3 — Professional Documentation and Report Writing (7 hrs)

Case notes, intake sheets, assessment summaries, home visit reports, observation records, referral letters, maintaining confidentiality in documentation, writing clearly and accurately for fieldwork and agencies, structured and unstructured reporting formats.

Module 4 — Communication with Groups and Communities (5 hrs)

Facilitating group discussions, moderating community meetings, community awareness communication, participatory communication techniques, culturally sensitive communication, communicating with vulnerable and marginalised groups.

Module 5 — Conflict Resolution and Crisis Communication (5 hrs)

Identifying crisis situations, responding calmly and ethically in emergencies, conflict de-escalation methods, negotiation skills, addressing emotional distress, communicating during interventions involving trauma, abuse, family conflict, or community tensions.

Reference Books

1. *Introduction to Social Work* – S.W. Desai
2. *Social Case Work: Theory and Practice* – Grace Mathew
3. *Counselling Skills for Social Workers* – Lisa Miller
4. *Social Work Communication Skills* – Andrew Worsley
5. *Working with Communities* – Ross Murray & Taylo

Time Table

Monday – 2: 15 p.m. – 3:15 p.m.

Class	Faculty
I Sem BSW	Dr. Purnima S. Kumar

Tuesday- 2: 15 p.m. – 3:15 p.m.

Class	Faculty
I Sem BSW	Dr. Purnima S. Kumar

Wednesday- 2: 15 p.m. – 3:15 p.m.

Class	Faculty
I Sem BSW	Dr. Purnima S. Kumar

Thursday- 2: 15 p.m. – 3:15 p.m.

Class	Faculty
I Sem BSW	Dr. Purnima S. Kumar

Friday- 2: 15 p.m. – 3:15 p.m.

Class	Faculty
I Sem BSW	Dr. Purnima S. Kumar



Namelist

Sl. No.	Name	Class
1.	ABHIJITH JOSHY	I BSW
2.	ABSAR SUDHEER	I BSW
3.	ALNA LENOYKA	I BSW
4.	ANJANA M. P.	I BSW
5.	ANTONY TOMSON	I BSW
6.	AUGUSTINE JIJO	I BSW
7.	DERIN BABU	I BSW
8.	DON JOSE	I BSW
9.	JEFF BINOY PALATTY	I BSW
10.	JITHIN SHAJI	I BSW
11.	RISVAN S.	I BSW
12.	SREESHA SHAJU	I BSW

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Pongam,Koratty East
Thrissur District
Kerala 680 308

Geo-tagged Photos





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CERTIFICATES



CERTIFICATE

OF COMPLETION

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Pongam, Koratty East, Thrissur District, Kerala State, India. Pincode - 680 308

This is to certify that

ALNA LENOYKA

has successfully completed
an Add-on programme of 30 hours
on Communication Skills for Social Work Practice
during the academic year 2025-26
organised by the P. G. Department of English, NIMIT
in collaboration with Naipunnya International.

Director
Naipunnya International

Principal
NIMIT

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Pongam, Koratty East, Thrissur District, Kerala State, India. Pincode - 680 308

This is to certify that

ABSAR SUDHEER

has successfully completed
an Add-on programme of 30 hours
on Communication Skills for Social Work Practice
during the academic year 2025-26
organised by the P.G. Department of English, NIMIT
in collaboration with Naipunnya International

Director
Naipunnya International

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Add on course Feedback form

Communication Skills for Social Work Practice 25-26

Name : Anjana M.P

Programme: BSW

1. How has the course helped you to improve your communication skills?

   The course was helped me to improve my communication skill. It give me more new words to communicate more easly.

2. Were the instructional materials useful to you?

   Yes, It is very useful

3. Do you think the course will help you to develop professionally?

   Yes, Its very helpful to develop my communication more professionally.

4. Has it helped you to solidify the concepts of English grammar?

   The course helped me to solidify the concepts.

5. Rate your overall experience of the course.

   8

6. Suggestions

   No. Suggestions

Date: 22/9/2025

Signature

ATTENDANCE

PUPILS ATTENDANCE REGISTER OF BSW 25-26 SCHOOL

Admn. No	Sl No	NAME	Days / Date 1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	1.	Abhijith Joshy																				
	2.	Akbar Sudheer																				
	3.	Alna Jenayka																				
	4.	Anjana M. P																				
	5.	Antony Tomson																				
	6.	Augustine JISO																				
	7.	Devin Babu																				
	8.	Don Jose																				
	9.	Jeffy Binoy paulthy																				
	10.	Jithin Shaji																				
	11.	Ribvan S																				
	12.	Sreesha Shaji																				

SC | ST | OBC | Daily Attnd | FN AN | % of Daily Attend | FN AN | No. on roll at the beginning of the month | Initials of Teacher | No. Admitted | No. Left

FOR THE MONTH OF July - September 20 STD

	21	22	23	24	25	26	27	28	29	30	31	No of Days Present	Present Upto Date	% of Attendance	Admission Fee	Date of Payment	Tuition Fee				Total	Date of Payment	Date of Payment	Remarks
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Fees collected Rs: Current, Arrear, Fine, Total | Fees collected Rs: Arrear, Fine, Total

No. of School Days

*Average No. on the roll

Class Teacher Ramya

Head Master

No. at the end of the month | Average attendance