

Subject Code : 1CS2010105	Subject Title: COMMUNICATION SKILLS
Pre-requisite:	Basic knowledge of English Grammar

Course Objective:

The objective(s) of this course is to:

- Understand basics of vocabulary and grammar.
- Learn techniques for effective reading and technical writing.
- Develop verbal and written communication skills.
- Develop skills for interviews, group communication and effective presentation.

Teaching Scheme (Hours per week)				Evaluation Scheme (Marks)				Total
Lecture	Tutorial	Practical	Credit	Theory		Practical		
				University Assessment	Continuous Assessment	University Assessment	Continuous Assessment	
3	-	2	5	60	40	30	20	150

Subject Contents

Sr. No	Topic	Total Hours	Weight (%)
1	<p>Introduction and Process of Communication: Need for Effective Communication, Importance of Communication, Levels of communication, Flow of communication, Use of language in communication, Communication networks, Significance of technical communication.</p> <p>Barriers to Communication: Types of barriers; Miscommunication; Noise; Overcoming measures.</p> <p>Basics of Technical Communication Basics of Communication, Purpose, Audience, Cross-Cultural Communication, Communicative Skills, Modes of Communication, Objectives and Characteristics of Technical Communication, Process of Communication, Communication Networks, Visual Aids in Technical Communication</p>	9	25
2	<p>Effective Speaking and Conversation: Introduction, Paralinguistic Features, Barriers to Speaking, Types of Speaking, Persuasive Speaking, Public Speaking, Conversations, Telephonic Conversations and Etiquette, Dialogue Writing.</p> <p>Effective Presentation Strategies, Interviews and Group Communication: Introduction, Planning, Outlining and Structuring, Nuances of Delivery, Controlling Nervousness and Stage Fright, Visual Aids in Presentations, Objectives of Interviews, Types of Interviews, Job Interviews, Media Interviews, Press Conferences, Forms of Group Communication, Use of Body Language, Discussions, Group Discussions, Organizational GD, GD as Part of Selection Process, Meetings, Conferences, Symposia and Seminars, Negotiations.</p>	9	25

3	<p>Technical Writing, Words, Phrases, and Sentences: Introduction, Audience Recognition/Analysis, Language, Elements of Style, Techniques for Good Technical Writing, Referencing and Styling, Right Words and Phrases, Sentences.</p> <p>Letters, Memos and Email: Introduction, Letter Writing, Business Letters, Cover Letters, Resumes, Memos, Emails</p> <p>Reports: Introduction, Characteristics of a Report, Categories of Reports, Formats, Prewriting, Structure of Reports, Types of Reports, Writing the Report.</p> <p>Research Paper and Dissertation: Introduction, Characteristics and Components of a Research Paper, Dissertation</p>	9	25
4	<p>Introduction to Modern Communication Media: Introduction, Technology Based Communication Tools, Positive Impact of Technology-enabled Communication, Negative Impact of Technology-enabled Communication, Selection of Appropriate Technology, Effectiveness in Technology based Communication.</p> <p>Vocabulary: Introduction, A Brief History of Words, Using the Dictionary and Thesaurus, Changing Words from One Form to Another, Word Formation: Prefixes and Suffixes, Synonyms and Antonyms, Idioms, Confusables, One-Word Substitutes, Homonyms, Homophones, Eponyms, Phrasal Verbs.</p> <p>English Grammar: Introduction, Nouns, Gerunds, Infinitives, Subject-Verb Agreement, Tenses, Active and Passive Voice, Conditional Sentences, Adjectives and Degrees of Comparison, Adverbs, Conjunctions, Prepositions, Articles.</p>	9	25

Course Outcome:

At the end of this course, the student would

- Understand the basic idea for the types of communication
- Build good body language and communication skills while making presentations in a classroom, or boardroom.
- Would be better equipped in writing letters, technical reports etc.

Suggested Assignments for Continuous Evaluation Component:

- Group Discussion Sessions
- Mock Interviews
- Write their own Resume
- Assignment on Report Writing, Letter Writing and Memo Writing
- Assignment on English Grammar

List of References:

1. Meenakshi Raman & Sangeeta Sharma, "Technical Communication – Principles and Practice", 2nd Edition, Oxford University Press, 2011.
2. Herta A Murphy, Herbert W. Hilderbrandt, Jane P Thomas, "Effective Business Communication", 7th Edition, Tata McGraw Hill Publication.
3. Ashraf Rizvi, "Effective Technical Communication", TMGH Publication.
4. Huckins Thomas, "Technical Writing and Professional Communication", TMGH Publication.

List of Experiments:

Note: The Practical Work provided beneath is for reference only. The course teacher may change/formulate it as per his/her methodology and requirement.

1. Group Discussion Sessions: Teacher may create group of 5-6 students and give them any topic of significance for discussion
2. Mock Interviews
3. Write their own Resume
4. Assignment on Report Writing, Letter Writing and Memo Writing
5. Assignment on English Grammar