|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Course Name:** | | | | | | | | | Bachelor of Computer Applications | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | |
|  | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | |
| **Subject Name:** | | | | | | | | | Communication and Soft Skills | | | | | | | | | | | | | | | | | | | | | | | | **Subject Code:** | | | | | | | | | | | TBC-104 | | |
|  | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | |  | | | | | |
| **1** | **Contact Hours:** | | | | | | | | | | 30 | | | | |  | | | | | | | | | | | | | | | | | | **L** | | 2 | | | | **T** | | | 0 | | **P** | 0 | | |
|  |  | | | | | | | | | |  | | | | |  | | | | | | | | | | | | | | | | | |  | |  | | | |  | | |  | |  |  | | |
| **2** | **Examination Duration(Hrs):** | | | | | | | | | | | | | | | | | | | | |  | **Theory** | | | | | 0 | 2 |  | **Practical** | | | | 0 | | | 0 | |  | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | |  |  | | | | |  |  |  |  | | | |  | | |  | |  | | | | | | |
| **3** | **Relative Weightage:** | | | | | | | | | | | | |  | | | | | **CWE:** | | | | | | | 25 | | **MTE:** | | | 25 | | **ETE:** | | | | 50 | | | | |  | | | | | |
|  |  | | | | | | | | | | | | |  | | | | |  | | | | | |  | | |  | | |  | |  | | | |  | | | | |  | | | | | |
| **4** | **Credits:** | | | | | | 0 | | | 2 |  | | | | | | | | | | | | | |  | | |  | | |  | |  | | | |  | | | | |  | | | | | |
|  |  | | | | | |  | | |  |  | | | | | | | | | | | | | |  | | |  | | |  | |  | | | |  | | | | |  | | | | | |
| **5** | **Semester:** | | | | | | | **🗸** | | |  | | | |  | | |  | | |  | | |  | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | **Autumn** | | | | | | **Spring** | | | | | | | | **Both** | | | | | | |  | | | | | | | | | | | | | | | | | | | |
|  |  | | | | |  | | | | | |  | | | | | | | |  | | | | | | |  | | | | | | | | | | | | | | | | | | | |
| **6** | **Pre-Requisite:** | | | | | | | | | | | | Basic understanding of the human nature and skills. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **7** | **Subject Area:** | | | | | | | | | | | | Management | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **8** | **Objective:** | | | | | | | | | | | | To familiarize students with the human traits and their interpersonal skills. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **9** | **Course Outcome:** | | | | | | | | | | | | A student who successfully fulfills the course requirements will be able to- | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | **a.** | | | | Use theories of interpersonal communication to explain and evaluate their own behavior in interpersonal relationships. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | **b.** | | | | Synthesize and apply appropriate and effective conflict management strategies. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | **c.** | | | | Understand the ways of effective writing. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | **d.** | | | | Understand and to develop skills of effective technical communication; | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | **e.** | | | | To Develop the Cross culture Communication Skill. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **10** | | **Details of the Course:** | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Unit No.** | | | | **CONTENT** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | **CONTACT HOURS** | | | | | | | |
| **1** | | | | **Introduction of Communication**  Meaning, Importance & objectives - Principles of Communication, downward and upward communication, other forms of communication. Communication, Communication Process, Barriers of effective communication, Techniques of effective Communication. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 6 | | | | | | | |
| **2** | | | | **Oral Communication Skills**  Essentials of Oral Communication Skills- Basics of oral communication ,Power of Speech, Characteristics of Good Speech , Traits of a Good Speaker, Advantages of Oral Communication, Styles of Oral Communication , Communication Grid ,  Delivering a Persuasive Speech- Strategies for Persuasive Speeches, Involvement for Effective Persuasive Speeches, Guidelines for Power-point Presentation , Creating Power-point Presentation , Interacting Skills with Audience,  Successful Meeting Skills and Listening Skills | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 6 | | | | | | | |
| **3** | | | | **Strategic Relevance Of Communication**  Becoming a Powerful Communicator , Crafting Effective Communication , Creating and Delivering the Message , Minimizing Noise during Transmission , Facilitating Feedback, Strategic Relevance of Communication , Strategic Framework of Communication in an Enterprise , Communication and Society | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 6 | | | | | | | |
| **4** | | | | **Written Communication Skills**  Writing Skills,Writing style, Writing Business letters: Inquiries, Circulars, Quotations, Agency correspondence, Bad news and persuading letters, Sales letters, Job application letters - Bio-data, Covering Letter, Interview Letters, Letter of Reference. Memos, minutes, Circulars & notices. **Reports**: Types of Business Reports - Format, Choice of vocabulary, coherence and cohesion, paragraph writing, | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 6 | | | | | | | |
| **5** | | | | **Technical Communication -**  Fundamentals of Technical Communications, Public Speaking, negotiations, Presentation skills, Role of communication in IT. Cross culture Communication Skill. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 6 | | | | | | | |
|  | | | | **TOTAL** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | **30** | | | | | | | |
|  | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | |
|  | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | |
| **11** | | **Suggested Books:** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | |
| **Sl. NO.** | | | **NAME OF AUTHERS/BOOKS/PUBLISHERS** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | **YEAR OF PUBLICATION** | | | | | | |
| **1** | | | K.K.Sinha ,”Business Communication”,Galgotia | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 2005 | | | | | | |
| **2** | | | Elias M. Awad ,”System analysis & Design” | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 2006 | | | | | | |
| **3** | | | Lessical & prath ,”B.C. Theory & Application” | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 2007 | | | | | | |
| **4** | | | K. Aswathappa,” Organisational Behavior” | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 2003 | | | | | | |