**SRM INSTITUTE OF SCIENCE AND TECHNOLOGY**

**RAMAPURAM, CHENNAI**

**DEPARTMENT OF EFL**

**LESSON PLAN- ODD SEMESTER 2020-2021**

**18LEH101J ENGLISH (60hrs)**

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| **Unit – I** |
| Introduction to Communication |
| Definition and process of communication |
| Types of communication(Verbal and Non – verbal communication) |
| Channels of communication |
| Barriers to effective communication &Techniques to overcome the Barriers |
| Interpersonal communication in Context |
| LSRW in effective communication |
| LSRW in effective communication |
| Critical thinking activities related to Professional communication- **Practical** |
| Critical thinking activities related to Professional communication – **Practical** |
| Letter writing (Complaint Letter) |
| Letter writing (Enquiry and response) |