Savitribai Phule Pune University Second Year of Computer Engineering (2019 Course) 210250: Business Communication Skills Laboratory		
Teaching Scheme: PR: 02 Hours/Week	Credit 01	Examination Scheme: TW: 25 Marks

Guidelines for Instructor's Manual

The instructor's manual is to be developed as a hands-on resource and reference. The instructor's manual needs to include prologue (about University/program/ institute/ department/foreword/preface), University syllabus, conduction & Assessment guidelines, topics under consideration concept objectives, outcomes, guidelines, references.

Guidelines for Student's Laboratory Journal and Guidelines for Laboratory /TW Assessment

The student must prepare the journal in the form of report elaborating the activities performed in the lab. Continuous assessment of laboratory work is to be done based on overall performance and Laboratory assignments performance of student. Each Laboratory assignment assessment will assign grade/marks based on parameters with appropriate weightage. Suggested parameters for overall assessment as well as each Laboratory assignment assessment include- timely completion, performance, punctuality, neatness, enthusiasm, participation and contribution in various activities-SWOT analysis, presentations, team activity, event management, group discussion, Group exercises and interpersonal skills and similar other activities/assignments.

Guidelines for Laboratory Conduction

The instructor may frame assignments to enhance skills supporting career aspects. Multiple set of activity based assignments can be prepared and distributed among batches. Every student must be given adequate opportunity to participate actively in each activity. An exercise can be designed to allow multiple skills exposure for example a group task encouraging discussions, team building, value sharing, leadership and role play all at the same time.

Suggested List of Laboratory Experiments/Assignments

Sr. No.	Suggested List of Laboratory Experiments/Assignments
1	**SWOT analysis** The students should be made aware of their goals, strengths and weaknesses, attitude, moral values, self-confidence, etiquettes, non-verbal skills, achievements. through this activity. SWOT Analysis, Confidence improvement, values, positive attitude, positive thinking and self-esteem. The concern teacher should prepare a questionnaire which evaluate students in all the above areas and make them aware about these aspects
2	**Personal & Career Goal setting – Short term & Long term** The teacher should explain to them on how to set goals and provide template to write their short term and long term goals.
3	**Public Speaking** Any one of the following activities may be conducted : **1. Prepared speech (**Topics are given in advance, students get 10 minutes to prepare the speech and 5 minutes to deliver.) **2. Extempore speech (**Students deliver speeches spontaneously for 5 minutes each on a given topic) **3. Story telling** (Each student narrates a fictional or real life story for 5 minutes each) **4. Oral review** (Each student orally presents a review on a story or a book read by them)

4	**Reading and Listening skills** The batch can be divided into pairs. Each pair will be given an article (any topic) by the teacher. Each pair would come on the stage and read aloud the article one by one. After reading by each pair, the other students will be for correct answers and also for their reading skills. This will evaluate their reading and listening skills. The teacher should give them guidelines on improving their reading and listening skills. The teacher should also give passages asked questions on the article by the readers. Students will get marks on various topics to students for evaluating their reading comprehension.
5	**Group discussion** Group discussions could be done for groups of 5-8 students at a time Two rounds of a GD for each group should be conducted and teacher should give them feedback.
6	**Letter/Application writing** Each student will write one formal letter, and one application. The teacher should teach the students how to write the letter and application. The teacher should give proper format and layouts.
7	**Report writing** The teacher should teach the students how to write report .The teacher should give proper format and layouts. Each student will write one report based on visit / project / business proposal.
8	**Resume writing**- Guide students and instruct them to write resume
9	**Presentation Skill** Students should make a presentation on any informative topic of their choice. The topic may be technical or non-technical. The teacher should guide them on effective presentation skills. Each student should make a presentation for at least 10 minutes.
10	**Team games for team building** - Students should make to participate in team activity.
11	**Situational games for role playing as leaders**
12	**Faculty may arrange one or more sessions from following**: Yoga and meditation. Stress management, relaxation exercises, and fitness exercises. Time management and personal planning sessions.
13	**Mock interviews**- guide students and conduct mock interviews
14	**Telephonic etiquettes** -To teach students the skills to communicate effectively over the phone. Students will be divided into pairs. Each pair will be given different situations, such as phone call to enquire about job vacancy, scheduling a meeting with team members, phone call for requesting of urgent leave from higher authorities. Students will be given 10 min to prepare. Assessment will be done on the basis of performance during the telephone call.
15	**Email etiquettes** -To provide students with an in-depth understanding of email skills. Students will be made to send e-mails for different situations such as sending an e-mail to the principal for a leave, inviting a friend for a party, e-mail to enquire about room tariff of a hotel. Students will be assessed on the basis of e-mail such as clarity, purpose and proof reading of e-mail.