

HS-111: COMMUNICATION SKILLS

TEACHING AND EXAMINATION SCHEME:

Teaching Scheme			Credits	Marks			Duration of End Semester Examination
L	T	P/D	C	Sessional	End Semester Exam	Total	
3	0	0	3	40	60	100	3 hrs

COURSE CONTENTS:

Unit	Contents	No. of hours
I	Essentials of communication: The meaning, types & process of communication, Barriers to communication and removal of these barriers, Shannon & Weaver model of communication, Berlos' model of communication, The Seven Cs of Effective Communication - Completeness, Conciseness, Consideration, Concreteness, Clarity, Courtesy, Correctness, Types of information - order, advice, suggestion, motivation, persuasion, warning and education. Mass Communication - function of mass communication - Media of mass communication, Advantages and disadvantages of social media.	8
II	Essentials of Grammar: Types of sentences: Declarative Sentence, Imperative Sentence, Interrogative Sentence, Exclamatory Sentence, simple, compound & complex sentences, conversion of one type of sentence into other, Parts of speech, Tenses, articles and prepositions, Model Auxiliaries Types of diction, ways to improve diction, Paragraph writing.	10
III	Technical Communication: Report writing: Characteristics of a good report, parts & types of reports, drafting of reports. Business letters: planning a business letter, parts of a letter, classification of business letters - inviting and sending quotations, letter placing orders, letter of complaint, letter of adjustment, and letter of Job, letter negotiating a job offer and Resume writing, Drafting memorandum, notices, agenda and minutes of meeting, preparing effective e-mail messages and power-point presentations	10
IV	Soft skills & personality development: Soft skills: Classification of soft skills, Delivering effective presentations, Capturing audience, Impromptu speech, speech initiators, telephone etiquette - Good practice when making and receiving a call; Becoming a good leader and team-player, Personal SWOT analysis., body language, Types of interviews, preparing for a job interview, Strategies for managing emotions & controlling Stress	8


 Dean - Academic
 H.P. Technical University
 Hamirpur - 177 001, HP

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Text Books:

1. Communication Skills, Sanjay Kumar and Pushp Lata, Oxford University Press.
2. Effective Communication and soft Skills, Nitin Bhatnagar and Mamta Bhatnagar, Pearson Publication.
3. Communicative English for Engineers and professionals, Nitin Bhatnagar and Mamta Bhatnagar, Pearson Publication.
4. Personality and Soft Skills by B. K. Mitra Oxfordpress.
5. An Introduction to Professional English and Soft Skills: by Bikram K. Das, Kalyani Samantray, Cambridge Press.
6. Business correspondence and Report Writing: by R. C. Sharma & Krishna Mohan

Reference Books:

1. Business Communication: Theory and Application by R.W. Lesikar and John.D. Pettit, All India Traveller Bookseller.
2. Speaking and Writing for Effective Business Communication by Francis Soundaraj Macmillan.
3. Understanding Human Communication by Ronald B. Adler and George Rodman Oxford University Press: New York.
4. Communication Skills and soft skills- An integrated approach, Kumar, Pearson Publication
5. K.K.Sinha, Business Communication, Galgotia Publishing Company, New Delhi, 1999.
6. R.K.Bansal & J.B. Harrison, spoken English for India, Orient Longman.
7. An Introduction to Linguistics: Language, Grammar and Semantics by Pushpinder Sial and D. V. Jindal (Author) Paperback
8. Mastering Interviews and Group Discussions by Dinesh Mathur CBS
9. English Conversation Practice by Grant Taylor
10. Handbook of Practical Communication Skill by Chrissie Wright (Ed.) JAICO Books.
11. English Conversation Practice by Grant Taylor
12. Business correspondence and Report Writing: by R. C. Sharma & Krishna Mohan