PART B

1.Listening Purpose circular.

2.Notice.

3.Report Writing.

4.SQ3R.

5.Critical listening and Appreciative listening.

6.Listening vs Hearing.

7.Skimming and Scanning.

8.Extensive and Intensive reading.

9.Short note on stake holders and its types diff external and internal stake holders.

10.Ways to make effective communication.

11.Steps and Contents of elevator pitch.

12.Define Business letters & 7C’s of Business letters.

13.Diff personal and business letters.

14.Types of business letters.

15.Short note of email etiquettes.

16.Short note on memo features of good report approaches in report writing common mistakes made at meeting.

17.Diff chronological resume and functional resume.

18.Levels of emotional intelligence.

PART C

1.Principle of Listening.

2.LSRW.

3.Classification of listening process.

4.Channels of Communication.

5.Write an email to \_\_\_\_\_.

6.Precis Writing.

7.Structure of report Writing.

8.Johari.

9.Knapp’s relationship model.