



DIPLOMA WING
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SEMESTER I – GROUP 'A'

COURSE TITLE	:	COMMUNICATION SKILLS IN ENGLISH
PAPER CODE	:	7353
SUBJECT CODE	:	104
TREORY CREDITS	:	04
PRACTICAL CREDITS	:	01

Course Objectives:

Communication skills play an important role in career development. This course aims at introducing basic concepts of communication skills with an emphasis on developing personality of the students. Thus, the main objectives of this course are:

1. To develop confidence in speaking English with correct pronunciation.
2. To develop communication skills of the students i.e. Listening, Speaking, Reading and Writing skills.
3. To introduce the need for Personality Development- Focus will be on developing certain qualities which will aid students in handling personal and career challenges like self-awareness, inter personal skills, empathy, motivation, team spirit, leadership skills etc.

Course Content

Unit-I Communication: Theory and Practice (6 lectures)

14 Marks

- 1.1 Basics of Communication: Introduction, Meaning and Definition, Process of Communication.
- 1.2 Types of Communication: **Verbal** (Oral, Written) and **Non-verbal**–Signs, Symbols, Maps, Body Language (Kinesics) Para Language.
- 1.3 Channels: Formal (Upward, Downward, Horizontal and Diagonal) and Informal (Grapevine).
- 1.4 Principles of Effective Written and Oral Communication (including 7 C's)
- 1.5 Barriers to Effective Communication (Semantic, Physical, Psychological, Organizational) and ways to overcome them.

Unit-II Soft Skills for Professional Excellence (5 lectures)

12 Marks

- 2.1 Introduction: Soft Skills and Hard Skills.
- 2.2 Importance of Soft Skills as Life skills : Self-awareness and Self-analysis, Interpersonal effectiveness, Adaptability, Resilience, Emotional Intelligence, Empathy, Assertiveness, Conflict management, Problem Solving, Decision Making, Leadership, Motivation, Time Management and Team spirit.

Learning Outcomes:

At the end of the course student will be able to

- To express quantitative measurements accurately.
- To practice and adapt good measuring techniques.
- To use various apparatus for precise measurements.
- To understand and differentiate different methods of quantitative analysis.
- To know and understand principles of quantitative analysis using instruments.
- To construct different electrochemical cells used in developing batteries.
- To understand and appreciate methods of corrosion abetments.

Reference Books:

1. Text Book of Chemistry for Class XI & XII (Part-I, Part-II); N.C.E.R.T., Delhi, 2017-18.
 2. Dr. G. H. Hugar and Prof A. N. Pathak, Applied Chemistry Laboratory Practices, Vol. I and Vol. II, NITTTR, Chandigarh, Publications, 2013-14.
 3. Agnihotri, Rajesh, Chemistry for Engineers, Wiley India Pvt.Ltd., 2014.
 4. Jain & Jain, Engineering Chemistry, Dhanpat Rai and Sons; New Delhi, 2015.
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Unit-III: Reading Comprehension (14 lectures)**16 Marks**

Comprehension, vocabulary enhancement and grammar exercises based on reading of the following texts:

Section-1-Prose

- 3.1.1 'An Astrologer's Day' from Malgudi Days by R. K. Narayan
- 3.1.2 'The Gift of the Magi' by O'Henry
- 3.1.3 'Uncle Podger Hangs a Picture' by Jerome K. Jerome

Section-2-Poetry

- 3.2.1 'Night of the Scorpion' by Nissim Ezekiel
- 3.2.2 'Stopping by Woods on a Snowy Evening' by Robert Frost
- 3.2.3 'Where the Mind is Without Fear' by Rabindranath Tagore

Unit-IV: Professional Writing and Business Communication (10 lectures)**14 Marks**

- 4.1 Précis writing and Comprehension exercises based on Unseen Passages.
- 4.2 E-mail etiquette, format of e-mail.
 - 4.2.1 Draft a short email message requesting for one day leave from your workplace due to sickness.
 - 4.2.2 Draft a short email message informing that you have resumed your duty after availing leave.
 - 4.2.3 Draft a short email message informing about inferior/defective quality of goods supplied.
- 4.3 Drafting Letters
 - 4.3.1 Parts of letters, mechanics, style and format.
 - 4.3.2 Application for Job or Covering letter with Resume
 - 4.3.3 Letters related to purchase: Enquiry, Order and Complaints (damaged or defective goods or for shortage in supply)

Unit-V: Vocabulary and Grammar (10 lectures)**10 Marks-Grammar + 4 Marks-Vocabulary**

- 5.1 Vocabulary of commonly used words, Synonyms, Antonyms and usage of same words as different parts of speech.
- 5.2 One-word substitutions from the prescribed prose and poetry.
- 5.3 Determiners, Auxiliary verbs, Subject-verb agreement, Tense, Prepositions, Active and Passive Voice.

Course outcomes:

At the end of this course, the students will be able to:

1. Formulate grammatically correct sentences in English using appropriate vocabulary, to develop basic Speaking and Writing skills.
2. Demonstrate Reading skills with correct pronunciation and comprehension.
3. Understand the importance of personality development with reference to soft skills to handle personal and professional challenges.
4. Apply principles of effective communication in oral and written professional communication.

References:

1. Anjana Tiwari, Communication Skills in English, Khanna Publishing House, New Delhi, 2022.
2. TTTI Bhopal, Communication Skills for Technical Students, Book I, Somaiya Publication Mumbai, New Delhi.
3. Raymond Murphy, Essentials of English Grammar, Cambridge University Press, 2000.
4. Rajendra Pal and J.S. Korlahalli, Essentials of Business Communication, S. Chand & Sons New Delhi, 2019.
5. J. D. O'Connor, Better English Pronunciation, Cambridge University Press, 1980.
6. Lindley Murray, An English Grammar, Comprehending Principles and Rules, Wilson and Sons, London, 1908.
7. Kulbhushan Kumar, Effective Communication Skills, Khanna Publishing House, New Delhi (Revised Edition 2018)
8. Margaret M. Maisson, Examine your English, Orient Longman, New Delhi, 1964.
9. M. Ashraf Rizvi, Effective Technical Communication, Mc-Graw Hill, Delhi, 2002.
10. John Nielson, Effective Communication Skills, Xlibris, 2008.
11. Oxford Advanced Learners Dictionary
12. Roget's Thesaurus of English Words and Phrases
13. Levine, Levine & Levine, The Joy of Vocabulary
14. Collin's English Dictionary

Web Sources:

<https://agendaweb.org/listening-exercises.html>
www.grammarly.com/

Suggested Further Reading (to enhance reading skills of students):

1. R.K Narayan : "Malgudi Days" (32 Short Stories), "Swami And His Friends"(novel)
2. O Henry : Short Stories : 'The Last Leaf', 'After Twenty Years'
3. Rabindranath Tagore : Poems from "Geetanjali" 'Freedom', 'Last Curtain'
4. Ruskin Bond : Short Stories : 'The Cherry Tree', 'The Thief', 'The Kite Maker'.
"The Room on the Roof " (novel)

COMMUNICATION SKILLS IN ENGLISH LAB

Course Objectives:

Communication skills play an important role in career development. This lab/practical course aims at actively involving students in various activities to improve their communication skills with an emphasis on developing personality of the students. Thus, the objectives of this course are:

1. To develop Listening Skills for enhancing communication.
2. To develop Speaking and Reading Skills with a focus on correct pronunciation and fluency.
3. To introduce the need for Personality Development- Focus will be on developing Soft Skills which will aid students in handling personal and career challenges. For that purpose group discussion, extempore and other activities to be conducted during practical classes and technology enabled learning should be integrated for effective learning.

Course Content:

Unit I Listening Skills (6 lectures)

- 1.1 Listening Process and Practice
- 1.2 Listening to recorded lectures, conversations, poems, interviews and speeches, Listening comprehension tests.

Unit II Reading Skills with correct Pronunciation (6 lectures)

- 2.1 Phonetics :Articulation of Sounds - Consonant, Vowels and Diphthongs.
- 2.2 Division of Words into Syllables, Practice of Word stress and Intonation.
- 2.3 Reading the prescribed text with correct pronunciation, intonation and comprehension.

Unit III Speaking Skills (6 lectures)

- 3.1 Introducing self, Introducing others (each student will also have to write the content of this activity during exam which will be submitted for record purpose)
- 3.2 Conversation practice in routine situations (greeting, thanking, apologizing, requesting, congratulating, inviting, expressing likes and dislikes, etc.
- 3.3 Role Play-
 - 3.3.1 Making Enquiries at important public places.
 - 3.3.2 Question Tags and giving short answers for ease of conversing.

Unit IV Professional Skills (6 lectures)

- 4.1 Delivering formal short-speech, extempore (of 2 minutes duration)
- 4.2 Making **Oral presentation** of Mini Project* before external examiner in Practical exam (Written content of presentation (along with tools or aids), also to be submitted by each Student / group for the purpose of record)
- 4.3 Telephonic Conversations, Video Conferencing, Describing Telephone manners and Netiquette.(watching videos, role play and demonstrations)
- 4.4 Mock interviews for Jobs (videos and demonstrations)
- 4.5 Group Discussions (videos and demonstrations)

Unit V Building Vocabulary (6 lectures)

- 5.1 Phrasal verbs
- 5.2 Idioms and phrases, Administrative terms (English and Hindi)
- 5.3 Word exercises (homonyms), words with silent letters, commonly misspelled and mispronounced words.
- 5.4 Word games such as crosswords, scrabble, quiz, spell-it, etc. to enhance self-expression and vocabulary of participants.
- 5.5 Punctuation Exercises

Note:

***Mini Project:** Topics of Mini-projects may be assigned individually; or the whole batch of students may be divided into groups of 4-5 students each. Each student/group has to be assigned a topic for Mini-Project in the beginning of the semester. Each student/group will prepare a short presentation using various aids and tools e.g., charts, graphics, models, flow charts, examples and illustrations, power point, dialogues, role play etc. during the semester and submit it before the last teaching day after planning and rehearsing the oral presentation under supervision of the teacher. Each group will orally deliver this presentation of five to six minutes duration, using the prepared aids and tools during practical exam. Each student individually or as part of a group must participate in oral presentation for at least 1-2 minutes.

The suggested topics for Mini- Project are-

1. (i) Describe Process of Communication (ii) Verbal and Non-verbal communication (iii) Oral and Written Communication (iv) Principles of Effective Communication (any four principles) (v) Explain Barriers to Communication (any one category of barriers) and ways to overcome them. Unit 1
2. Explain any three of these soft skills -Time Management, Grooming, Stress Management, Team Work, Self-analysis, Interpersonal effectiveness, Adaptability, Resilience, Emotional Intelligence, Empathy, Assertiveness, Conflict management, Problem Solving, Decision Making, Leadership, Motivation. Unit 2
3. Prepare a Phonetic Chart of Sounds of English. Unit 2
4. Read short stories of famous writers and present a summary along with sharing the new words learnt with their usage (any one short story may be chosen from 'suggested further reading'). Unit 3
5. Compose short poems and write stories on topics of your choice. (Any One Story or Poem)-Unit 3
6. Enumerate Qualities of a good letter, present different formats. Unit 4
7. Demonstrate the format of e-mail, and enlist email etiquette. Unit 4
8. (i) Describe Importance of Netiquette (ii) Describe Telephone Manners. Unit 5
9. Preparing for an Interview – Do's and Don'ts. Unit 5
10. Any other relevant topic considered appropriate by the teacher according to students' interest.

Learning Outcome:

At the end of this course the students will be able to:

1. Demonstrate Reading with correct Pronunciation and Comprehension.
2. Ask and Answer relevant questions orally after Listening to the spoken /delivered content in technologically enabled learning environment.
3. Introduce themselves orally, introduce others, converse in routine and professional situations with proper usage of language and vocabulary.
4. Prepare, organize and effectively deliver an oral presentation using digital or other tools.

Recommended Readings:

1. T. Balasubramanian, A text Book of English Phonetics for Indian Students, 3rd Ed. 2022
2. Daniel Jones, English Pronouncing Dictionary, Cambridge, Cambridge University Press, 1956.
3. James Hartman & et al. English Pronouncing Dictionary, Cambridge, Cambridge University Press, 2006.
4. Kulbhushan Kumar, Effective Communication Skills, Khanna Publishing House, New Delhi (Revised Ed. 2018)
5. J. D. O'Connor, Better English Pronunciation, Cambridge, Cambridge University Press, 1980.
6. Lindley Murray, English Grammar: Comprehending Principles and Rules, London, Wilson and Sons, 1908.
7. Margaret M. Maisson, Examine your English, Orient Longman, New Delhi, 1964.
8. J. Sethi & et al, A Practice Course in English Pronunciation, New Delhi, Prentice Hall, 2004.

Web Sources For Speaking Skills

<http://7esl.com>

<https://agendaweb.org/listening-exercises.html>

<http://grammarly.com>

<https://www.duolingo.com>

<https://learnenglish.britishcouncil.org>

<http://www.ummoapp.com>
