

## CC171: COMMUNICATION SKILLS

CREDITS = 4 (L=2, T=0, P=2)

### Course Objective:

*To acquaint BE students with the importance of communication and English language. The curriculum intends to familiarize students with LSRW Skills and provides exposure and practice in all four aspects to equip them with the useful language competencies. The good blend of theory and practicum aims to enable students to learn, perform and enhance their knowledge and skills in the language to excel in their field of specialization.*

### Teaching and Assessment Scheme:

Teaching Scheme			Credits	Marks Distribution				Total Marks
L	T	P	C	Theory Marks		Practical Marks		
				ESE	CE	ESE	CE	
2	0	2	4	70	30	30	20	150

### Course Contents:

Unit No.	Topics	Teaching Hours
1	<b><u>Basics Of English Grammar:</u></b>  Grammar in context- focus areas Tenses, Prepositions, Modals, Adjectives, Transformation of sentences, Active Passive Formations and Reported Speech.	06
2	<b><u>Fundamentals of Communication:</u></b>  Origin, Definition and Importance of Communication in the present day general and professional set up, General and Technical Communication,  Two-Way Cycle of Communication, Verbal and Nonverbal Communication(Kinesics, Proxemics, Chromatics, Paralinguistic) and tips to improve Non-verbal Communication, Levels of Communication, Barriers to communication and ways to overcome barriers	04

3	<p><b><u>Basics of Listening:</u></b></p> <p>Process of listening and its importance, Types of listening (Appreciative, Comprehensive, Empathetic, Active, Passive, critical Listening), Tips for developing effective listening skills</p>	03
4	<p><b><u>Reading Skills:</u></b></p> <p>Purpose of Reading and techniques of reading, Reading comprehension, Reasons for poor reading comprehension, Improving reading comprehension skills</p>	04
5	<p><b><u>Writing Skills:</u></b></p> <p>Paragraph Development, Writing resume and Job Application, Writing E-mail and mailing etiquettes, Lay-Out of business letter, Business letters (Enquiry, quotations, order, complaint, adjustment)</p> <p style="text-align: center;">OR</p> <p>Formal letter Writing (Leave application, Application for Permission, Thanks Giving, Writing Invitation, Complaints), Explaining Graphs and Charts, Report Writing</p> <p>Note: All the above topics accentuate practical knowledge. Hence, Theory has to be dealt with in the class. Practical/Application questions should only be asked in CA/FE.</p>	07
6	<p><b><u>Literature</u></b></p> <p><b>Short Stories:</b></p> <ul style="list-style-type: none"> <li>❖ A Devoted Son by Anita Desai</li> <li>❖ Another Community by R. K. Narayan</li> <li>❖ The Purloined Letter by Edgar Allen Poe (Tale)</li> <li>❖ After Twenty Years by O'Henry</li> <li>❖ With the Photographer by Stephen Leacock</li> </ul>	06

	<b>Poems:</b> <ul style="list-style-type: none"> <li>❖ Voice by Thomas Hardy</li> <li>❖ Golden Chariot (Verse 50) from Tagore's Gitanjali</li> <li>❖ Leave this chanting and singing and telling of beads from Tagore's Gitanjali</li> <li>❖ Freedom from fear, is a freedom I claim from you, my motherland by R. Tagore</li> </ul> <p><b>Any two Short Stories and two Poems to be Taught</b></p>	
	<b>Total Hours</b>	<b>30</b>

**List of References:**

1. Meenaxi Raman and Sangeeta Sharma, "*Technical Communication: Principles and Practices*", Oxford Publication.
2. Bovee, Thill and Schatzman, "*Business Communication Today*", Pearson Education.
3. P Subba Rao, B Ankita Kumar and C HimaBindu, "*Technical Communication*", Cengage Learning.
4. Lesikar, Flatley, Rentz and Pandey, "*Business Communication: Making connections in a digital world*", Tata McGraw Hill.
5. Raymond Murphy, "*Essential English Grammar*", Cambridge University Press.

**Course Outcomes (COs):**

On successful completion of the course, students will be able to:

1. Acquire knowledge of communication and its components
2. Improve language skills -LSRW
3. Develop basic and intermediate competency in English language
4. Overcome communication phobia in English
5. Acquire Presentation skills and Group Discussion skills
6. Get acquainted to literature to acquire necessary life skills
7. Feel confident to communicate in English
8. Receive knowledge of formal letter writing.