

**Humanities and Social Sciences
Indian Institute of Technology Kanpur**

First Course Handout

Course Number: COM 200	Units: 3-0-0-0-[9] 1L-0T-1P-1A (5 credits)	Semester: 2019-20-I
Course Title: COMMUNICATION SKILLS: COMPOSITION		
Instructor: T. Ravichandran	E-Mail: trc@iitk.ac.in	Course Alias: com200@iitk.ac.in
Department: Humanities and Social Sciences		Office: 619 Faculty Building
Phone: 7871 (Office)		
WhatsApp Group links for the course:		
1. https://chat.whatsapp.com/BrQ6pypro3206QLsfPhrEa		
2. https://chat.whatsapp.com/LnMh3WqJ7tP3wEyKuAm9Wy		
3. https://chat.whatsapp.com/I4BJaUHMMOM2B0WKkwmjUJ		
Time Slot: Lectures: Thursdays L20: 18-19		Practicals & Self-Study: Tuesdays NCL 10-11/11-12

1. Objectives:

To enable junior undergraduate students to understand basics of communication skills with special emphasis on written communication in academic and professional contexts

2. Prerequisites: NONE

3. Course Contents:

The course comprises twelve fundamental modules on communication that deals with forty lectures. The course distribution plan in terms of twelve modules and forty lectures is given below.

Sl. No.	Module	Lecture	Topic
1	1	1	Introduction to Effective Communication
2	2	1	Barriers to Communication
3	2	2	Overcoming Strategies
4	2	3	Miscommunication
5	3	1	Non-verbal communication
6	3	2	Non-verbal communication
7	3	3	Non-verbal communication
8	3	4	Non-verbal communication
9	3	5	Non-verbal communication
10	4	1	Listening Skills
11	4	2	Listening Skills
12	4	3	Listening Skills
13	5	1	Letter-Writing
14	5	2	Job application letter
15	5	3	Bio-Data
16	5	4	CV Resume
17	6	1	Report Writing
18	6	2	Report Writing

19	7	1	Group Discussion
20	7	2	Group Discussion
21	7	3	Group Discussion
22	8	1	Interview Skills
23	8	2	Interview Skills
24	8	3	Interview Skills
25	8	4	Interview Skills
26	8	5	Interview Skills
27	8	6	Interview Skills
28	8	7	Interview Skills
29	9	1	Netiquette
30	9	2	Netiquette
31	10	1	Oral Presentation
32	10	2	Oral Presentation
33	10	3	Oral Presentation
34	11	1	Cross cultural communication
35	11	2	Cross cultural communication
36	11	3	Cross cultural communication
37	11	4	Cross cultural communication
38	12	1	Common Errors
39	12	2	Common Errors
40	12	3	Common Errors

4. Lecture, Tutorial & Lab Schedule & Venue

Lecture: Thursday 6-7 PM, L20

Lab/ Tutorial: Tuesday 10-12 noon, New Core Lab

Self-study hour: 10-11/11-12

5. Office Hours/Recommended Mode of Contact

Students are encouraged to use the course alias (com200@iitk.ac.in) or WhatsApp Group to raise any doubts and seek any common clarifications. For individual specific discussions, the students can seek an appointment with the instructor by e-mail (trc@) or office phone (7871) and meet him in his office, FB 619. They can also have quick clarifications immediately after the class gets completed.

Use of Brihaspati: The students are expected to use Brihaspati for chat and download of course materials by login on to the link: <http://brihaspati.nmeict.in/brihaspati/servlet/brihaspati/>
Contact E-mail: brihspti@iitk.ac.in

6. Evaluation Components & Policies:

Weekly assignment/practical in lab: 40% (10 best out of 13 will be selected for final score)

Mid-Sem: 20%

End-Sem: 30%

Attendance: 10% (Lecture 5% + Practical 5%) -1 to -5 Negative marks for indiscipline.

Minimum requirement for pass: 50%

7. Course Policies:

No make-up for lab assignments and Mid-Sem Exam. End-Sem make-up only on valid medical grounds with the permission of DOAA

80% attendance (lecture + tutorials combined) compulsory to pass the course

Attending End-Sem exam is mandatory to pass the course

All forms of academic dishonesty (including but not limited to sharing lab assignments with others, copying from web sources, cheating in exams) will result in strict punishment in line with DOAA guidelines

Malpractice/Plagiarism: All concerned will be allotted zero and reported to SSAC for disciplinary action.

Discipline = *Appropriate Marks will be deducted for any indiscipline like use of mobile, sleeping, talking to others, meaningless laughing, chatting, monopolizing discussions, asking questions to distract attention, any other disturbance, late arrivals, occupying other seat, etc.*

8. Books & References:

References: Books

- Adair, John. Effective Communication. London: Pan Macmillan Ltd., 2003.
- Ajmani, J. C. Good English: Getting it Right. New Delhi: Rupa Publications, 2012.
- Amos, Julie-Ann. Handling Tough Job Interviews. Mumbai: Jaico Publishing, 2004.
- Bonet, Diana. The Business of Listening: Third Edition. New Delhi: Viva Books, 2004.
- Bovee, Courtland L, John V. Thill & Barbara E. Schatzman. Business Communication Today: Tenth Edition. New Jersey: Prentice Hall, 2010.
- Brown, Michele & Gyles Brandreth. How to Interview and be Interviewed. London: Sheldon Press, 1994.
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- Fitikides, T. J. Common Mistakes in English. London: Orient Longman, 1984.
- Guffey, Mary Ellen. Essentials of Business Writing. Ohio: South-Western College Pubg., 2000.
- Hall, Edward, T. Beyond Culture. Garden City, N.Y.: Doubleday, 1976.
- Hall, Edward, T. The Silent Language. Greenwich, Conn.: Fawcett, 1959.
- Hasson, Gill. Brilliant Communication Skills. Great Britain: Pearson Education, 2012.
- Hughes, Shirley. Professional Presentations: A Practical Guide to the Preparation and Performance of Successful Business Presentations. Sydney: McGraw-Hill, 1990
- Kalish, Karen. How to Give a Terrific Presentation. New York: AMACOM, 1996.
- Kratz, Abby Robinson. Effective Listening Skills. Toronto: ON: Irwin Professional Publishing, 1995.
- Kroehnert, Gary. Basic Presentation Skills. Sidney: McGraw Hill, 2010.
- Lesikar, Raymond V and Marie E. Flatley. Basic Business Communication: Skills for Empowering the Internet Generation: Ninth Edition. New Delhi: Tata McGraw-Hill, 2002.
- Lesikar, Raymond V., & John D. Pettit, Jr. Report Writing for Business: Tenth Edition. Delhi: McGraw-Hill, 1998.
- Morgan, Dana. 10 Minute Guide to Job Interviews. New York: Macmillan, 1998.
- Monippally, Matthukutty, M. Business Communication Strategies. New Delhi: Tata McGraw-Hill Publishing Company Ltd., 2001.
- Moore, Ninja-Jo, et al. Nonverbal Communication: Studies and Applications. New York: Oxford University Press, 2010.

- Nelson, Paul E. & Judy C. Pearson, Confidence in Public Speaking.
- Neuliep, James W. Intercultural Communication: A Contextual Approach. Boston: Houghton Mifflin Co., 2003.
- Prasad, H. M. How to Prepare for Group Discussion and Interview. New Delhi: Tata McGraw-Hill Publishing Company Limited, 2001.
- Pease, Allan. Body Language. Delhi: Sudha Publications, 1998.
- Raman, Meenakshi & Sangeeta Sharma. Technical Communication: Principles and Practice. Second Edition. New Delhi: Oxford University Press, 2011.
- Rogers, Natalie. How to Speak Without Fear. London: Ward Lock, 1982.
- Rutherford, Andrea J. Basic Communication Skills for Technology: Second Edition. Delhi: Pearson Education, 2007.
- Seely, John. Writing Reports. New York: Oxford University Press, 2002.
- Sharma, R. C. & Krishna Mohan. Business Correspondence and Report Writing: Third Edition. New Delhi: Tata McGraw-Hill Publishing company Limited, 2007.
- Thill, John V. & Courtland L. Bovee, Excellence in Business Communication, 10th edition. Boston : Pearson, 2013.
- Thorpe, Edgar & Showick Thorpe. Winning at Interviews. 2nd Edition. Delhi: Dorling Kindersley, 2006.
- Turton, N. D. & J. B. Heaton. Longman Dictionary of Common Errors. Essex: Longman, 1987. First Indian Edn. 1998.

References: Web Links

- <http://networketiquette.net/>
- <https://public.wsu.edu/~brians/errors/>
- http://users3.ev1.net/~pamthompson/body_language.htm
- <http://www.albion.com/netiquette/corerules.html>
- http://www.bbc.co.uk/worldservice/learningenglish/radio/specials/1535_questionanswer/page15.shtml
- <http://www.colostate.edu/Depts/Speech/rccs/theory44.html>
- <http://www.dailywritingtips.com/>
- <http://www.englishdaily626.com/c-errors.php>
- <http://www.indiabix.com/group-discussion/topics-with-answers/>
- <http://www.owlnet.rice.edu/~cainproj>
- <http://www.thehumorsource.com>
- <http://zzyx.ucsc.edu/~archer/intro.html>