English Communication (AEC001)
Yashwantrao Chavan Maharashtra Open University

Course Title : English Communication
Course No : AEC001

Course Details :

Unit 1. Introduction :
Introduction :
Theories of Communication,Types and modes of Communication

Language of Communication:
Personal, Barriers and Strategies, Intra Personal, Inter Personal and Group
Communication

Speaking Skills:
Monologue, Dialogue, Group Discussion, Effective Communication/
MisCommunication

Unit 2. Verbal Communication :
Understanding the Basis of Verbal Communication:
Organizing Your Messages, Using Vocal Elements Effectively, Understanding
Nonverbal Language, Developing Credibility, Giving and Receiving Feedback,
Overcoming Barriers to Communication, Communicating Ethically, Understanding
Cross-Cultural Issues

Working with Customers:
 Understanding Customer Service Basics, Communicating Empathetically, Asking
Question to Understand Problems, Denying Request, Copying with Angry Customers

Developing Professional Telephone Skills:
 Exploring Professional Telephone Communication, Placing Telephone Calls,
Receiving Telephone Calls, Using Voice Mail, Leaving Professional Messages,
Taking Calls for Other People, Screening, Holding, and Transferring Calls,
Developing Cell Phone Etiquette

Improving Informal Communication:
Communicating Informally, Listening Actively, Speaking Persuasively, Negotiating Effectively, Managing Conflict, Participating in Meeting, Dealing with Office Politics, Making Proper Introductions

Unit 3. Reading and Writing Skills :
Reading and Understanding:
Close Reading, Comprehension, Summary Paraphrasing, Analysis and Interpretation, Translation(from Indian language to English and vice-versa) Literary/Knowledge Texts

Writing Skills:
Documenting, Report Writing, Making notes, Letter Writing

Uncovering the Secrets of Clear writing:
Clarifying Written Communication, Writing Solid Sentences, Developing Effective Paragraphs, Mastering Punctuation

Communicating with E-Mail and Memos:
Understanding E-Mail Message and Memos, Composing the Main Elements of Message, Creating Professional EMail Message, Constructing Professional Memos, Writing Request Messages, Writing Response Messages, Writing Bad- News Messages, Technology Tools

Writing for Employment:
Writing Effective Cover Letters, Planning Resumes, Writing Chronological Resumes, Writing Functional Resumes, Requesting Letters of Reference, Sending Follow-Up Messages, Accepting or Rejecting Job Offers

Unit 4. Developing Reports :
Understanding Reports and Proposals, Planning a Report or Proposals, Writing Proposals

Unit 5. Solving the Problem :
Identifying and Defining Problems:
Understanding Problem Solving, Analyzing Problems, Determining Causes, Simplifying Complex Problems, Identifying and Managing Risks, Avoiding Problem-Solving Traps

Solving the Problem:
Gathering and Analyzing Data, Developing Alternatives, Evaluating Options, Implementing the Solution, Monitoring and Managing the Solution, Using Adaptive Techniques, Developing Ethical Solution

Unit 6. Working in Groups and Teams :
Working in Groups and Teams:
Understanding the Role of Team in Organizations, Defining the types of Groups and Teams, Recognizing Differences Between Groups and Teams, Ensuring Team Success, Working with Distributed Teams

Group Decision Making and Problem Solving:
Understanding Group Dynamics, Evolving From a Group to a Team, Using Divergent Thinking, Using Convergent Thinking, Avoiding Common Group Traps, Working with Large Group

Exploring Team Roles and Processes:
Recognizing the Need for Team Leadership, Selecting Team Member, Choosing the Optional Team Size, Defining Common Team Roles, Establishing Team Rules, Clarifying Team Objectives, Making Collective Decisions

Building and Developing Teams:
 Understanding the Benefits of Working in Teams, Fostering Relationships, Overcoming Resistance, Using Team- Building Activities, Dealing with Difficult Team Member, Benefits of professional networking

Unit 7. Thinking Critically:
Understanding Critical Thinking, Assessing the Credibility of an Argument, Becoming a Critical Thinker

Unit 8. Presenting yourself Professionally :
Professionally Presenting yourself Professionally:
Meeting Business Casual Standards, Maintaining a Professional Wardrobe, Practicing good Grooming and Hygiene, Improving Your Speech

Developing Your Interpersonal Skills:
Networking Professionally, Showing Basic Office Courtesies, Recovering from difficult interpersonal situations, Displaying Optimism and Enthusiasm, Developing Diplomacy Skills, Interacting with others, Respecting social protocols