**PROFESSIONAL COMMUNICATION (HS-1005)**

**B.Tech 1st & 2nd Semester**

**Classes: 30. Credit: 02. Class/ Week: 02**

**Course Objectives:** The objective of the course is to equip the students with LSRW skills.

* To implement techniques of active listening skills in order to improve professional communication
* To enhance speaking skills through pronunciation, stress and tone
* To improve reading skills through reading, comprehending and retaining information
* To develop writing skills by applying writing techniques/ tools in practice sessions
* To orient the students with vocabulary, analogy, sentence completion and sentence correction

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| **UNIT** | **CHAPTERS** | **TOTAL CLASSES** |
| **UNIT 01**  **Communication** | 1. **Process of Communication** 2. Definition of Communication (Introduction) 3. Difference Between General & Technical Communication (Introduction) 4. Explanation of Process 5. Diagram of Process (M. Raman p. 6) 6. **Methods of Communication** (Verbal & Non-Verbal) 7. **Verbal Communication** (Oral & Written) 8. Types 9. Differences 10. **Non-Verbal Communication** (Kinesics, Proxemics, Chronemics, Oculesics, Olfactics, Gustorics, Haptics, Sign Language) 11. **Kinesics** 12. Body Language: Appearance, Posture, Gesture,   Expression, Eye Contact   1. **Proxemics** 2. Four Zones with Diagram 3. **Chronemics** 4. Definition with Example 5. **Oculesics; Olfactics; Gustorics; Haptics** 6. Definition with Examples 7. Mention Vocalics as Overlapping with Paralanguage 8. **Sign Language** 9. Audio Signs 10. Visual Signs 11. **Paralanguage** 12. Types 13. **Flow of Communication** (Formal & Informal) 14. Types 15. Diagram (M. Raman p. 10) 16. 2 Advantages, 2 Disadvantages 17. **Grapevine** (Informal) 18. Definition 19. 4 Types: Single-Strand, Gossip, Cluster, Probability 20. Diagram 21. 2 Advantages, 2 Disadvantages 22. **Levels of Communication** 23. Types 24. Diagram 25. **Barriers of Communication** 26. Intrapersonal, Interpersonal, Organizational & Semantic | 6 |
| **Outcome** | 1. To have a basic understanding of the communication process and to know the practical implementations in the workplace 2. To apply verbal and non-verbal modes of communication effectively in practical situations | |
| **Unit 02**  **Basics of Grammar** | 1. **Time & Tense** 2. Tenses – Exercises 3. Six References to Future with Structure Break-Up 4. Difference Between Time & Tense with Examples 5. **Subject-Verb Agreement** 6. 10 Common Rules of SVA 7. **Analogy** 8. Types 9. **Active & Passive Voice** 10. **Error Detection in Sentences** 11. Tense 12. Articles 13. Prepositions 14. Subject-Verb Agreement | 6 |
| **Outcome** | 1. To use English grammar correctly and unambiguously in technical writing 2. To bridge the gap between native language and target language i.e. English | |
| **UNIT 03**  **Writing Skills** | 1. **Paragraph Writing – Techniques & Skills (150 words)** 2. Components: Topic Sentence, Cohesion (Cohesive Devices: Connectives, Pronouns, Conjunctions etc.), Coherence, Clincher 3. **Use of Punctuations** 4. Comma, Semi-colon, Colon, Single & Double Inverted Commas, Exclamation, Interrogation 5. **Business Letter: Enquiry, Claim/ Complaint, Order** 6. Structure 7. Format 8. **Technical Reports** 9. Importance & Objectives 10. Types 11. Formats (Memo & Manuscript) & Style (M. Raman p. 301) 12. **Reading Comprehension Skills** 13. Reading Techniques: Skimming, Scanning, Intensive, Extensive 14. Comprehension Question Types: Global, Local, Inferential, Analytical | 6 |
| **Outcome** | 1. To retain a logical flow while drafting reports and other technical pieces of writing 2. To develop competence in reading and comprehension | |
| **UNIT 04**  **Basic Sounds**  **of English** | 1. **Hearing & Listening** 2. Differences 3. Steps of Listening 4. Types of Listening: Appreciative, Empathetic, Critical, Comprehensive 5. **Introduction to Basic Sounds of IPA** 6. Latest Symbols of IPA 7. Phonemes & Syllables 8. Types of Vowels & Consonants (to be mentioned only, no questions to be set for mid-semester/ end-semester exams) 9. Phonetic Transcription (for Internal Assessment only) 10. **Problem Sounds & MTI** 11. Concept of MT 12. Real-life examples 13. Pronunciation Practice | 6 |
| **Outcome** | 1. To be familiar with English pronunciation and use neutral accent successfully 2. To develop active listening responses | |

**Text Book:**

1. *Technical Communication: Principles & Practices*. Meenakshi Raman & Sangeeta Sharma. OUP. 3rd ed. 2011.

**Reference Books:**

1. *Communicative English Grammar*. Geoffrey Leech & Jan Svartvik. Routledge. 3rd ed. 2013.
2. *Effective Technical Communication*. M. Ashraf Rizvi. TMH. 2005.
3. *An Introduction to Linguistics: Language, Grammar & Semantics*. Pushpinder Syal. Prentice Hall India. 2nd ed. 2007.
4. *The Oxford Grammar (English)*. Sidney Greenbaum. OUP. 1st ed. 2005.
5. *Technical Communication for Engineers*. Shalini Verma. Vikas Publishing House. 2015.
6. *Verbal Ability & Reading Comprehension for the CAT*. Arun Sharma & Meenakshi Upadhyay. TMH. 2007.

**FRAMEWORK OF ACTIVITIES IN COURSE TEACHING**

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| **Focus** | **Activity** | **Unit** | **Marks** |
| Problem Solving | PowerPoint/ Poster Presentation | Unit 01 | 05 |
| Critical Thinking | Manuscript Report | Unit 03 | 05 + 05 =10 |
| Creation | Manuscript Report | Unit 03 |
| Interactivity | Debate  MTI Checking  Phonetic Transcription | Unit 04 | 05 |
| Quiz | Basics of Grammar Subject-Verb Agreement  Error Detection in Sentences | Unit 02 | 05 |
| Reflection | Self-Assessment | -- | 05 |
| **TOTAL** | | | **30** |

**LANGUAGE LAB (HS-1003)**

**B.Tech 1st & 2nd Semester**

**Classes: 12. Credit: 01. Class/ Week: 01**

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| **No.** | **ASSESSMENTS** | **MARKS** | **CLASSES** |
| 01. | Reading & Comprehension | **10** | 01 |
| 02. | Skit/ Role-Play Practice | **10** | 02 |
| 03. | Listening Comprehension | **10** | 01 |
| 04. | Time & Tense | **10** | 01 |
| 05. | Business Letter | **10** | 01 |
| 06. | Business Report | **10** | 01 |
| 07. | Subject-Verb Agreement | **10** | 01 |
| 08. | Visual Elements in Writing:  Gadget-Supported Textual Formatting | **10** | 01 |
| 09. | Attendance + Lab Record Checking | **10** | 01 |
| 10. | Viva Voce | **10** | 02 |
|  | **TOTAL** | **100** | **12** |