

## **1.Course Title : Advanced Communication Skills**

**L-T-P-C: 1-1-0-2**

**Course code:** ISK201

### **2.Objectives :**

- To develop learners' lateral thinking ability and to promote interpersonal oral and written communication
- To enhance their professional communication skills to prepare them for the communicative demands of the industry

### **3. Pre-requisites:**

1. Students are expected to have an understanding of the basic communication skills. They need to comprehend and develop speaking skills.

**4. No.of students :** All students from UG2

### **5. High level course Description (as included in the Senate doc): Advanced Communication Skills.**

Unit – 1: Understanding cross cultural communication, Assertive and aggressive communication, Managing emotional steadiness in aggressive communication contexts

Unit – 2 : Body language in various contexts, Culture and body language Proximity, Do's and Don'ts

Unit – 3 : Critical Thinking and Creative Writing, Introduction to critical Thinking, Benefits, Barriers, Reasoning, Deductive and inductive Arguments, inferential comprehension, Critical thinking and academic writing

Unit – 4 : Differentiating arguments and opinions, Exploratory writing and argumentative writing

Unit – 5 : Understanding the contexts and needs for the technical reports Reading and analysing sample technical reports, Understanding the components of a technical reports, Writing technical reports

Unit – 6 : Basic presentation skills, Choosing the medium, structuring presentation, Clarity, brevity, interaction

## **6. Course Outcomes:**

- a) Learners will be able to demonstrate competence in cross cultural communication
- b) Learners will be able to use gestures and other non-verbal communication strategies effectively in formal and informal contexts
- c) Learners will be able to critically analyse and evaluate situations and communicate proficiently
- d) Learners will be able to argue their case following the etiquettes
- e) Learners will be able to write and analyse technical reports
- f) Learners will be able to make short academic presentations with clarity using various medium and persuade in speaking contexts

## **7.Text/Reference Books:**

### **Text Books:**

- a. Talbot, Marianne and Chris Wood, Critical Reasoning: A Romp Through the Foothills of Logic for Complete Beginners, 2014, OUP, UK.
- b. Gill Hasson, Brilliant Communication Skills: What the Best Communicators Know, Do and Say, 2012, Ft Pr.

### **Reference Books:**

- a. Dwyer, J., Communication for Business and the Professionals: Strategies and Skills, 2015, Pearson Education, Melbourne.
- b. Kerry Patterson, Joseph Grenny, Ron McMillan and Al Switzler, Crucial Conversations: Tools for Talking When Stakes Are High, 2013, Brilliance Audio.

**8.Assessment plan-** Components with weightage, dates/weeks for assessment for each component, special conditions if any

**Evaluation Policy:**

Mid Sem:20%

End Sem:30%

Speaking assessment:10%

Scheduled quizzes: 10%

Class participation (surprise quizzes):10%

Assignment:20%

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