



National University of Sciences & Technology (NUST)
School of Electrical Engineering and Computer Science (SEECS)
Department of Electrical Engineering

Communication & Interpersonal Skills

Course Code:	HU109	Semester:	1st
Credit Hours:	2 + 0	Prerequisite Courses:	Nil
Instructor:	Ms. Maria Aleem Khawaja	Class	BS(CS)-4C& BE(SE)-5B
Office:		Telephone:	
Lecture Days:	Thursday & Friday (Respectively)	E-mail:	Kfb789@gmail.com
Class Room:		Consulting Hours:	
Knowledge Group:	Humanities & Sciences	Updates on LMS:	After every lecture

Course Description:

The course focuses on students' communication and interpersonal skills. It covers topics like effective listening, verbal communication, workplace conversation, public speaking, study skills, effective writing, non-verbal communication, cross-cultural communication, workforce diversity etc.

Course Objectives:

The course aims at providing students a language base needed to develop their ability to communicate through speaking and writing in various practical situation of life. It also focuses on polishing their public speaking as well as presentation skills.

Course Learning Outcomes (CLOs):

At the end of the course the students will be able to:	PLO	BT Level*
1. Effectively use the four language skills.	10	C-3
2. Present their ideas effectively in writing.	10	C-3
3. Give successful presentation.	10	C-3
4. Efficiently respond to the demands of effective workplace communication.	6,9,10	C-3,4
5. Successfully handle interpersonal relationships, especially those with cross-cultural tinge, in corporate environment.	6,9,10,12	C-3,4
* BT= Bloom's Taxonomy, C=Cognitive domain, P=Psychomotor domain, A= Affective domain		

Mapping of CLOs to Program Learning Outcomes

PLOs/CLOs	CLO1	CLO2	CLO3	CLO4	CLO5
PLO 1 (Engineering Knowledge)					
PLO 2 (Problem Analysis)					
PLO 3 (Design/Development of Solutions)					
PLO 4 (Investigation)					
PLO 5 (Modern tool usage)					
PLO 6 (The Engineer and Society)				√	√
PLO 7 (Environment and Sustainability)					
PLO 8 (Ethics)					
PLO 9 (Individual and Team Work)				√	√
PLO 10 (Communication)	√	√	√	√	√
PLO 11 (Project Management)					



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PLO 12 (Lifelong Learning)					v
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Mapping of CLOs to Assessment Modules and Weightages (In accordance with NUST statutes)

To be filled in at the end of the course.

Assessments/CLOs	CLO1	CLO2	CLO3	CLO4	CLO5
Quizzes: 10%					
Assignments: 10%					
OHT-1: 15%					
OHT-2: 15%					
End Semester Exam: 50%					
Total : 100 %					

Books:

Text Book:

Reference Book(s):	<ol style="list-style-type: none"> 1. College Writing Skills by John Langan 2. Easy Access-The reference Hand Book for writers by Micheal L. Keene & Katherine H. Adams. 3. Read Better Write Better Reader's Digest Compilation. 4. Better English Made Easy by Henry Thomas 5. Better Vocabulary by Edie Schwager. 6. Business and Administrative Communication. 7. Perfect Communications by Andrew Leigh and Micheal Maynard 8. Communication at Work by Judith Taylor 9. Business Communications by Raymond A. Dumont & John M. Lannon 10. Reading and Comprehension by Hayden Perry
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Main Topics to be Covered:

1. Kinds of listening, overcoming barriers in effective listening, empathy and concentration, ear training.
2. Verbal communication : Voice as a communication tool, Workplace conversation.
3. Forms of verbal expression : Public speaking, Discussing, Debating, Presenting.
4. English pronunciation : Common problems, Improvement.
5. Study skills – Purpose of reading, Reading comprehension techniques, Skimming, Scanning, Fast reading.
6. Writing process : Qualities of effective writing, Sentence structure, Writing techniques, Writing paragraph.
7. Book review writing : Reading a book and reviewing it.

Week No	Topics
Week 1	<ul style="list-style-type: none"> • Introduction to communication skills • Communication process and application
Week 2	<ul style="list-style-type: none"> • Listening skill : Definition, listening situations, barriers to effective listening • Overcoming barriers
Week 3	<ul style="list-style-type: none"> • Face-to-face communication : Voice as a communication, workplace conversation • Non-verbal communication and its impact • Improvement of non-verbal communication
Week 4	<ul style="list-style-type: none"> • Forms of verbal expression • Problems and solutions + Quiz (10 minutes)
Week 5	<ul style="list-style-type: none"> • Group discussion • Purposes of reading, reading comprehension
Week 6	OHT-1



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Week 7	<ul style="list-style-type: none"> • Skimming and scanning • Fast reading and note taking
Week 8	<ul style="list-style-type: none"> • Phonology of English : Pronunciation • Stress and intonation
Week 9	<ul style="list-style-type: none"> • How to improve pronunciation, stress and intonation • Workforce diversity : Problems and solutions
Week 10	<ul style="list-style-type: none"> • Effective writing : Sentence structure, clear writing • Patterns of essay development
Week 11	<ul style="list-style-type: none"> • Problems in cross-cultural communication + solving the problems • Group discussion
Week 12	OHT-2
Week 13	<ul style="list-style-type: none"> • Writing techniques; special writing • Writing at workplace (circulars, memos and minutes of meeting)
Week 14	<ul style="list-style-type: none"> • Communicating for employment (CV writing) • Lecturette session
Week 15	<ul style="list-style-type: none"> • Building vocabulary : Use of dictionary • Use of dictionary (Continued) • Manners and social etiquettes • Lecturette session
Week 16	<ul style="list-style-type: none"> • Word formation : Affixes, roots • Idioms, figures of speech • Telephone and meeting skills • Presentation skills
Week 17	<ul style="list-style-type: none"> • Bibliographic conventions • Bibliographic conventions (Continued) • Presentations by students • Presentations by students (Continued)
Week 18	Final / End Semester Exam

Grading Policy:	
Quiz Policy:	The quizzes will be unannounced and normally last for ten minutes. The question framed is to test the concepts involved in last few lectures. Number of quizzes that will be used for evaluation is at the instructor's discretion.
Assignment Policy:	In order to develop comprehensive understanding of the subject, assignments will be given. Late assignments will not be accepted / graded. All assignments will count towards the total (No 'best-of' policy). The students are advised to do the assignment themselves. Copying of assignments is highly discouraged and violations will be dealt with severely by referring any occurrences to the disciplinary committee. The questions in the assignment are meant to be challenging to give students confidence and extensive knowledge about the subject matter and enable them to prepare for the exams.
Plagiarism:	SEECS maintains a zero tolerance policy towards plagiarism. While collaboration in this course is highly encouraged, you must ensure that you do not claim other people's work/ ideas as your own. Plagiarism occurs when the words, ideas, assertions, theories, figures, images, programming codes of others are presented as your own work. You must cite and acknowledge all sources of information in your assignments. Failing to comply with the SEECS plagiarism policy will lead to strict penalties including zero marks in assignments and referral to the academic coordination office for disciplinary action.



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