Programme : Diploma in _ CE/ME/EE/EC/IS/CO/IF/AIML/LG/LT/RT

Course Code:HU23501	Course Title :Communication Skills (CMS)

Compulsory / Optional:

Learning Scheme and Credits						Assessment Scheme						
CL	TL	LL	SLH	NLH	Credits	FA-TH	SA-TH (2.5 hrs.)	FA-PR	SA		SLA	Total
									PR	OR		
03	--	02	01	06	03	20	20	60	25	--	--	25	150

Total IKS Hrs. for course: ------

Abbreviations: CL- Class Room Learning, TL- Tutorial Learning, LL- Laboratory Learning, SLH-Self Learning Hours, NLH-Notional Learning Hours, FA - Formative Assessment, SA -Summative assessment, SLA- Self Learning Assessment

Legends: @ Internal Assessment, # External Assessment, *# On Line Examination, @$ Internal Online Examination

Note:
1. FA-TH represents two class tests of 20 marks each conducted during the term.
2. SA-TH represents the end term examination of 60 marks.
3.FA-PR represents practical term work of 25 marks.
4. SLA represents Self Learning Assignment of 25 marks.

I. **Rationale - In this age of globalization, competition is tough. Hence effective communication skills are important. Communication skills play a vital and decisive role in career development.. It will guide and direct to develop a good personality and improve communication skills. Students will be able to utilize the skills necessary to be a competent communicator. This course will help the students to select and apply the appropriate methods of communication in various situations. Communication skills for professional purposes aim to equip the students with necessary language skills required for public speaking, presentation and negotiation. Communication skills for academic purposes will include academic writing skills and critical thinking considering the need of students to communicate in engineering domain.**

II. **Industry / Employer Expected Outcome**

The aim of this course is to help the student to achieve the following industry identified outcome through various learning experiences: "Communicate in Verbal and Non verbal form of communication effectively at workplace".

III. Course Outcomes: Students will be able to achieve & demonstrate the following COs on completion of course based learning

CO1	Apply proper communication technique by avoiding barriers to cope up with the challenges of the modern world.
CO2	Compose paragraphs and dialogues on given situations.
CO3	Able to participate in Group Discussion and acquire the practical knowledge of an Interview.
CO4	Deliver effective presentations with apt body language by using audio visual aids.
CO5	Acquire professional writing skills for formal written business correspondence.

Course Content Details:

Unit No.		Topics / Sub-topics
1	**TLO 1.1 Define communication.** **TLO 1.2 Describe the process of Communication.** **TLO 1.3 Differentiate between types of communication.** **TLO 1.4 Identify the type of Barriers and suggest Remedies.** **TLO 1.5 Describe and apply 7 C's of effective Communication.** **TLO 1.6 Describe the non-verbal communication.**	**Unit I** **Communication Theory and Practice** **1.1 Introduction, meaning and definition and importance of communication.** **1.2 Elements/process of communication.** **1.3 Types of communication: formal , informal, verbal (oral and written), non-verbal (visual and auditory), vertical, horizontal and Diagonal communication.** **1.4 Barriers in Communication and ways to overcome** **a) Mechanical Barrier** **b) Physical Barrier** **c) Psychological Barrier** **d) Linguistic Barrier** **1.5 7 C's of effective communication (Considerate, concrete, concise, clear, complete, correct, courteous)** **1.6 Introduction to Non-verbal communication (Aspects of Body Language & Graphic Communication)** **Course Outcome : CO1** **Teaching Hours :10hrs** **Marks: 18**

2	TLO 2.1 Formulate paragraphs with synchronized sentence structure on the given situation / topic TLO 2.2 Develop dialogues to practice language skill in a structured and meaningful way.	**UNIT II Paragraph and Dialogue Writing** **2.1 Types of paragraphs: Technical ,Descriptive , Narrative** **2.2 Dialogue Writing: i. Greetings ii. Development iii. Closing Sentence.** **Course Outcome : CO2** **Teaching Hours :06hrs Marks: 08**
3	TLO 3.1 Express thoughts freely during group discussion. TLO 3.2 Participate in interview confidently . TLO 3.3 Prepare Group Discussion to practice language skills and leadership qualities in a structured and meaningful way. TLO 3.4 Understand Non Verbal Communication in interview.	**UNIT III** **Group Discussion And Interview Skills** **3.1 Importance and Types of Group Discussion** **3.2 Parameters of Group Discussion** **3.3 Need and Types of Interview** **3.4 Preparing for an Interview** **3.5 Non Verbal communication during interview** **Course Outcome : CO3** **Teaching Hours :10hrs Marks: 10**
4	TLO 4.1 Prepare power point presentation TLO 4.2 Use appropriate body language for effective communication	**Unit - IV Presentation Skills** **4.1 Power Point Presentation :i. Layout ii. Font size iii. Color combination.** **4.2 Kinesics :i. Facial expressions ii Eye contact iii Postures iv Gestures.** **Course Outcome : CO4** **Teaching Hours :09hrs Marks: 08**
5	TLO 5.1 Draft business letters in the given situation. TLO 5.2 Respond to given job advertisement by writing application letter with resume. TLO 5.3 Draft office correspondence in given format. TLO 5.4 Prepare reports of the given types of events.	**UNIT V PROFESSIONAL WRITING** **5.1 Business Correspondence: Enquiry, order, Complaint.** **5.2 Job-Application with Resume** **5.3 Office Drafting-notices, circulars, memorandum etc.** **5.4 Report Writing: Accident and Fall in production** **Course Outcome : CO5** **Teaching Hours :10hrs Marks: 16**

IV. Laboratory Learning Outcome and Aligned Practical / Tutorial Experiences.

Sr No	Laboratory Experiment / Practical Titles / Tutorial Titles		Number of hrs.	Relevant COs
1	LLO 1.1 Enhance the understanding of word formation LLO 1.2 Enrich word power LLO 1.3 Construct words with the specific meanings	Formulate 20 words using Prefix and Suffix	2	CO1
2	LLO 2.1 Promote the development of effective communication skills LLO 2.2 .Improve non -verbal communication Skills LLO 2.3 Enhance interpersonal skills LLO 2.4 Build confidence	Enact Role Plays as per situation and context	2	CO2
3	LLO 3.1 Participate and express their toughts confidently in group discussion. LLO 3.2 Improve speaking& listening skills	Group Discussion	2	CO3
4	LLO 4.1 Draft job application.	Job application with Resume	2	CO5
5	LLO 5 .1 Draft different types of reports on the given situation.	Report Writing	2	CO5
6	LLO 6.1 Identify different types of barriers & suggest remedies to overcome them.	Present different Types of barriers using Examples with remedies to overcome.	2	CO1
7	LLO 7.1 Face interview confidently LLO 7.2 Use appropriate body Language during interview.	Mock Interview	2	CO3
8	LLO 8.1 Identify different aspects of body language. LLO 8.2 Use appropriate body language during communication.	Mention Examples of Body Language use at Workplace with suitable pictures and images.	2	CO4
9	LLO 9.1 Express information in coherent and engaging manner LLO 9.2 Build confidence	Introduce oneself and others	2	CO4
10	LO 10.1 Develop Leasing Practice	Listening Practice	2	CO1
11	LLO 11.1 Develop Reading Practice	Reading Practice	2	CO4
12	LO 12.1 Develop Writing Practice	Writing Practice	2	CO5

Note: .Students should complete all assignments & activities of Basic & Level 1 of Online course – "Business Communication Excellence" on Infosys Springboard. At the end of term, it is mandatory to submit certificates of Basic and Level 1 of Online course –"Business Communication Excellence", on Infosys Springboard. Only after that their Term Work will be granted.

Any 10 out of 12practicals are compulsory

V.   Suggested Micro Project / Assignment/ Activities for Specific Learning / Skills Development (Self Learning):

1. **Power point preparation and presentations on given topic. (Mini Project)**
2. **Describe a given picture.**
3. **Impromptu Communication on given situation**
4. **Prepare an advertisement on any product.**
5. **Suggest proper dressing & grooming for the given occasion.**

VI. Specification Table:

Unit No	Topic Title	Distribution of Theory Marks			
		R Level	U Level	A Level	Total Marks
1	Communication Theory and Practice	6	6	6	18
2	Paragraph and Dialogue Writing	2	2	4	08
3	Group Discussion and Mock Interview	4	2	4	10
4	Presentation Skills	2	2	4	08
5	Professional writing	2	6	8	16
	Total	16	18	26	**60**

VII. Assessment Methodologies/Tools

Formative assessment (Assessment for Learning)

Rubrics for continuous assessment based on process and product related performance indicators(10marks)
Note : Rubric - Each Practical Carries.
1) 02 Marks for present, 00 Marks for Absent & 01 Marks for extra practical.
2) 04 Marks for Discipline & involvement in the practical.
- 3) 04 Marks for Accuracy for result & Neat clean presentation.

Summative Assessment (Assessment of Learning)

End term examination, Viva-voce, Workshop performance (70marks)

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VIII. Suggested COs - POs Matrix Form

Course Outcomes (COs)	Programme Outcomes (POs) ELECTRICALENGINEERING							Programme Specific Outcomes (PSOs)		
	PO-1 Basic and Discipline Specific Knowledge	PO-2 Problem Analysis	PO-3 Design/ Development of Solutions	PO-4 Engineering Tools	PO-5 Engineering Practices for Society, Sustainability and Environment	PO-6 Project Management	PO-7 Life Long Learning	PSO -1	PSO -2	PSO -3
CO1	2	3	1		2	2	3	1	2	3
CO2					1	2	2	2		3
CO3	1	3			2	2	2	2		3
CO4					2	3	2	1		2
CO5	2				2	3	3			

Legends: - High:03, Medium:02, Low:01, No Mapping: --

Course Outcomes (COs)	Programme Outcomes (POs) ELECTRONICS ENGINEERING							Programme Specific Outcomes (PSOs)		
	PO-1 Basic and Discipline Specific Knowledge	PO-2 Problem Analysis	PO-3 Design/ Development of Solutions	PO-4 Engineering Tools	PO-5 Engineering Practices for Society, Sustainability and Environment	PO-6 Project Management	PO-7 Life Long Learning	PSO-1	PSO-2	PSO-3
CO1	2	3	1		2	2	3	2	2	
CO2					1	2	2	1	2	1
CO3	1	3			2	2	2	1	1	1
CO4					2	3	2	1		
CO5	2				2	3	3	1		

Legends: - High:03, Medium:02, Low:01, No Mapping: --

Course Outcomes (COs)	Programme Outcomes (POs) CIVIL ENGINEERING							Programme Specific Outcomes (PSOs)		
	PO-1 Basic and Discipline Specific Knowledge	PO-2 Problem Analysis	PO-3 Design/ Development of Solutions	PO-4 Engineering Tools	PO-5 Engineering Practices for Society, Sustainability and Environment	PO-6 Project Management	PO-7 Life Long Learning	PSO- 1	PSO- 2	PSO- 3
CO1	2	3	1		2	2	3	1	2	1
CO2					1	2	2	1	2	1
CO3	1	3			2	2	2	1	2	1
CO4					2	3	2	1	2	
CO5	2				2	3	3	1	2	
Legends: - High:03, Medium:02, Low:01, No Mapping: --										

Course Outcomes (COs)	Programme Outcomes (POs) MECHANICAL ENGINEERING								
	PO-1 Basic and Discipline Specific Knowledge	PO-2 Problem Analysis	PO-3 Design/ Development of Solutions	PO-4 Engineering Tools	PO-5 Engineering Practices for Society, Sustainability and Environment	PO-6 Project Management	PO-7 Life Long Learning	PSO- 1	PSO - 2
CO1	2	3	1		2	2	3		1
CO2					1	2	2		
CO3	1	3			2	2	2	2	
CO4					2	3	2	2	1
CO5	2				2	3	3	2	1

Course Outcomes (COs)	Programme Outcomes COMPUTER ENGINEERING							Programme Specific Outcomes (PSOs)		
	PO-1 Basic and Discipline Specific Knowledge	PO-2 Problem Analysis	PO-3 Design/ Development of Solutions	PO-4 Engineering Tools	PO-5 Engineering Practices for Society, Sustainability and Environment	PO-6 Project Management	PO-7 Life Long Learning	PSO-1	PSO-2	PSO-3
CO1	2	3	1		2	2	3	1	2	1
CO2					1	2	2	1	2	1
CO3	1	3			2	2	2	1	2	1
CO4					2	3	2		2	
CO5	2				2	3	3		2	
Legends: - High:03, Medium:02, Low:01, No Mapping: --										

Course Outcomes (COs)	Programme Outcomes (POs) INFORMATION TECHNOLOGY							Programme Specific Outcomes (PSOs)		
	PO-1 Basic and Discipline Specific Knowledge	PO-2 Problem Analysis	PO-3 Design/ Development of Solutions	PO-4 Engineering Tools	PO-5 Engineering Practices for Society, Sustainability and Environment	PO-6 Project Management	PO-7 Life Long Learning	PSO-1	PSO-2	PSO-3
CO1	2	3	1		2	2	3	2	1	1
CO2					1	2	2	2	1	1
CO3	1	3			2	2	2	1		2
CO4					2	3	2	1		
CO5	2				2	3	3	1		
Legends: - High:03, Medium:02, Low:01, No Mapping: --										

Course Outcomes (COs)	Programme Outcomes (POs) INSTRUMENTATION ENGINEERING								
	2	3	1		**2**	2	**3**	PSO-1	PSO-2
CO1					1	2	**2**	**1**	**1**
CO2	1	3			**2**	2	**2**		
CO3					**2**	3	**2**		1
CO4	2				**2**	3	3		**2**
CO5	3	3	3	3	3	3	3		1

Course Outcomes (COs)	Programme Outcomes (POs) ARTIFICIAL INTELLIGENCE & MACHINE LEARNING								
	PO-1 Basic and Discipline Specific Knowledge	PO-2 Problem Analysis	PO-3 Design/ Development of Solutions	PO-4 Engineering Tools	PO-5 Engineering Practices for Society, Sustainability and Environment	PO-6 Project Management	PO-7 Life Long Learning	PSO - 1	PSO - 2
CO1	2	3	1		**2**	2	**3**	**3**	**3**
CO2					1	2	**2**		
CO3	1	3			**2**	2	**2**	**2**	**2**
CO4					**2**	3	**2**		**2**
CO5	2				**2**	3	3	**2**	**2**

Course Outcomes (COs)	Programme Outcomes (POs) RUBBER TECHNOLOGY								
	PO-1 Basic and Discipline Specific Knowledge	PO-2 Problem Analysis	PO-3 Design/ Development of Solutions	PO-4 Engineering Tools	PO-5 Engineering Practices for Society, Sustainability and Environment	PO-6 Project Management	PO-7 Life Long Learning	PSO - 1	PSO - 2
CO1	2	3	1		**2**	2	**3**	1	**3**

CO2						1	2	**2**		
CO3	1		3			**2**	2	**2**	**1**	**2**
CO4						**2**	3	**2**	**1**	**2**
CO5	2					**2**	3	3		**2**

Course Outcomes (COs)	Programme Outcomes (POs) LEATHER GOODS & FOOTWEAR TECHNOLOGY							Programme Specific Outcomes (PSOs)		
	PO-1 Basic and Discipline Specific Knowledge	**PO-2 Problem Analysis**	**PO-3 Design/ Development of Solutions**	**PO-4 Engineering Tools**	**PO-5 Engineering Practices for Society, Sustainability and Environment**	**PO-6 Project Management**	**PO-7 Life Long Learning**	**PSO-1**	**PSO-2**	**PSO-3**
CO1	2	3	1		**2**	2	**3**	**1**		**2**
CO2					1	2	**2**	**1**		**2**
CO3	1	3			**2**	2	**2**	**1**	**1**	**2**
CO4					**2**	3	**2**	**1**		**2**
CO5	2				**2**	3	3	**1**		**2**
Legends: - High:03, Medium:02, Low:01, No Mapping: --										

Course Outcomes (COs)	Programme Outcomes (POs) LEATHER TECHNOLOGY							Programme Specific Outcomes (PSOs)		
	PO-1 Basic and Discipline Specific Knowledge	**PO-2 Problem Analysis**	**PO-3 Design/ Development of Solutions**	**PO-4 Engineering Tools**	**PO-5 Engineering Practices for Society, Sustainability and Environment**	**PO-6 Project Management**	**PO-7 Life Long Learning**	**PSO-1**	**PSO-2**	**PSO-3**
CO1	2	3	1		**2**	2	**3**			
CO2					1	2	**2**			
CO3	1	3			**2**	2	**2**			
CO4					**2**	3	**2**			
CO5	2				**2**	3	3			
Legends: - High:03, Medium:02, Low:01, No Mapping: --										

IX.   Suggested Learning Materials / Books

Sr.No	Author	Title	Publisher
1	Communication Skills	Sanjay Kumar, PushpaLata- Oxford University Press	Oxford University Press
2	Kumar, E. Suresh, Sreehari, P Savitri	Effective English with CD	Pearson Education
3	Gnanamurli	English Grammar at a Glance	S. Chand
4	CBSE	English Communicative (class X)	Golden
5	Dr. Anjana Tiwari	Communication Skills in English	Khanna Publishers, New Delhi

X.   Learning Websites & Portals

Sr.No	Link / Portal	Description
1	https://www.britishcouncil.in/english/learn-online	Website link is given to refer Unit 1
2	Vocabulary.com	Refer this website for interactive vocabulary quizzes, word lists
3	International Phonetic Association (IPA) Website	It offers audio examples and charts to help understand and transcribe sounds
4	grammarly.com/blog	For constructing effective paragraphs and improving clarity
5	www.newagegolden.com	Refer this website for speech writing, diary entry and paragraph writing
6	https://infyspringboard.onwingspan.com/	Refer this website for Course Business Communication Excellenceto complete Basic level and Level1

XI. Academic Consultation Committee/Industry Consultation Committee:

Sr. No	Name	Designation	Institute/Organization
1	Mrs. Sharmishta S. Kulkarni	Lecturer in English	Government Polytechnic Pune
2	Mr. B.M.Pande	Lecturer in English	Shri.BhagubaiMaftlalPolytechnic,Mumbai.

3	Mrs. K. S. Pawar	Lecturer in English	Government Polytechnic Mumbai
4	Ms. N. N. Dhake	Lecturer in English	Government Polytechnic Mumbai

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