

MSC (CA&IT) - Semester: I

(Effective from year 2023-24)

Course Code:	CAIT-105	Course Title:	Communication Skills in English
Course Credits:	02	Hour of Teaching/Week:	02
Internal Assessment Marks:	25	External Exam Marks:	25
Exam Duration	2Hrs		

Unit	Contents
1.	<p>Theory of Communication, Nature of Communication, Modes of communication, Process of Communication, Importance of Communication, Different forms of Communication: Verbal ,Non-Verbal, Written, Kinesics etc..</p> <p>Techniques of effective speech - Meaning and Definition - Process – Functions – Objectives - Importance – Essentials of good communication.</p> <p>Barriers to Communication: Semantic barriers, Psychological barriers, Organisational barriers, Cultural barriers, Physical barriers, Physiological barriers</p> <p>Non Verbal Communication: Encoding Meaning Using Nonverbal Symbols, How to Improve Body Language, Eye Communication, Facial Expression, Dress and Appearance, Posture and Movement, Gesture, Paralanguage. Cross Culture Communication.</p> <p>Listening Skills: Process of Listening, Importance of Listening, Basic Types of Listening, Barriers of effective listening, Benefits of effective listening</p> <p>Phonetics : Standard Language and Queen's English,</p> <p>Phonemes of English: Vowels, Phonemes of English: Diphthongs and Consonants, Stress and Rhythm, Intonation</p>
2.	<p>Close Reading, Comprehension, Summary, Paraphrasing, Analysis and Interpretation, Translation(from Indian language to English and vice-versa), Literary/Knowledge Texts, Writing Skills-Documenting, Making notes, Letter writing [Informal].</p> <p>Formal Letter Writing, presentation, Inviting quotations, Sending quotations, Placing orders, Inviting tenders, Sales letters, claim & adjustment letters and social correspondence, Memorandum, Inter - office Memo, Notices, Agenda, Minutes, Job application letter, preparing the Resume.</p>

Text books and References

1. Creative English Communication By N.Krishnaswami and T.Sriraman.
2. Contemporary English Grammar, Structure and Composition By David Green.(MacMillan)
3. Essential of Business Communication By Rajendra Pal and J.S.Korlahalli(S.Chand & Sons)
4. *Fluency in English* - Part II, Oxford University Press, 2006.
5. <https://nptel.ac.in/courses/109104031>

External Exam Format : As per Table 1.1, 1.2 and 1.3