

BP105T. COMMUNICATION SKILLS (Theory)

30 Hours

Course content:

Unit-I

07 Hours

Communication Skills: Introduction, Definition, The Importance of Communication, the communication process – Source, Message, Encoding, Channel, Decoding, Receiver, Feedback, Context.

Barriers to communication: Physiological Barriers, Physical Barriers, Cultural Barriers, Language Barriers, Gender Barriers, Interpersonal Barriers, Psychological Barriers, Emotional barriers.

Perspectives in communication: Introduction, Visual perception, Language, Other factors affecting our perspective - Past Experiences, Prejudices, Feelings, Environment.

Unit-II

07 Hours

Elements of communication: Introduction, Face to Face Communication - Tone of Voice, Body Language (Non-verbal communication), Verbal Communication, Physical Communication.

Communication styles: Introduction, The Communication Styles Matrix with example for each Direct communication style, Spirited Communication Style, Systematic Communication Style, Considerate Communication Style.

Unit-III

07 Hours

Basic listening skills: Introduction, Self-Awareness, Active Listening, Becoming an Active Listener, Listening in difficult situations.

Effective written communication: Introduction, When and When Not to Use Written Communication- Complexity of the Topic, Amount of Discussion' Required, Shades of Meaning, Formal Communication.

Writing effectively: Subject Lines, Put the Main Point First, Know Your Audience, Organization of the Message.

Unit-IV

05 Hours

Interview skills: Purpose of an interview, Do's and Don'ts of an interview.

Giving presentations: Dealing with Fears, planning your Presentation, Structuring Your Presentation, Delivering Your Presentation, Techniques of Delivery.

Unit-V

04 Hours

Group discussion: Introduction, Communication skills in group discussion, Do's and Don'ts of group discussion.

BP111P. COMMUNICATION SKILLS (Practical)

2 Hours / Week

Course content:

The following learning modules are to be conducted using words worth[®] English language lab software.

Basic communication covering the following topics

Meeting People.
Asking Questions.
Making Friends.
What did you do?
Do's and Don'ts.

Pronunciations covering the following topics

Pronunciation (Consonant Sounds).
Pronunciation and Nouns.
Pronunciation (Vowel Sounds).

Advanced Learning

Listening Comprehension / Direct and Indirect Speech.
Figures of Speech.
Effective Communication.
Writing Skills.
Effective Writing. Interview
Handling Skills.
E-Mail etiquette. Presentation Skills.

Recommended Books: (Latest Edition)

- Basic Communication Skills for Technology, Andreja. J. Ruther Ford, 2nd Edition, Pearson Education, 2011.
- Communication Skills, Sanjay Kumar, Pushpalata, 1st Edition, Oxford Press, 2011.
- Organizational Behavior, Stephen P. Robbins, 1st Edition, Pearson, 2013.
- Brilliant- Communication Skills, Gill Hasson, 1st Edition, Pearson Life, 2011.
- The Ace of Soft Skills: Attitude, Communication and Etiquette for success, Gopala Swamy Ramesh, 5th Edition, Pearson, 2013.

- Developing Your Influencing Skills, Deborah Dalley, Lois Burton, Margaret, Green hall, 1st Edition Universe of Learning Ltd., 2010.
- Communication Skills for Professionals, Konar Nira, 2nd Edition, New arrivals, PHI, 2011.
- Personality Development and Soft Skills, Barun K Mitra, 1st Edition, Oxford Press, 2011.
- Soft Skill for Everyone, Butter Field, 1st Edition, Cengage Learning India Pvt. Ltd., 2011.
- Soft Skills and Professional Communication, Francis Peters S.J., 1st Edition, McGraw Hill Education, 2011.
- Effective Communication, John Adair, 4th Edition, Pan MacMillan, 2009.
- Bringing Out the Best in People, Aubrey Daniels, 2nd Edition, McGraw Hill, 1999.