

## CEBC III: EFFECTIVE COMMUNICATION IN ENGLISH

**MAX.MARKS: 100**

**EXTERNAL: 70**

**INTERNAL: 30**

**PASS: 40%**

**Credits: 6**

**Objective:** The course is designed to develop in learners the vital communication skills which should be integral to personal, social and professional interactions. Besides, the awareness to use verbal and non-verbal skills appropriately and with confidence will help them excel in the academics and in their upcoming professional spheres.

### Section A

#### Unit 1:

Understanding Human Communication, Constitutive Processes of Communication, Language as a tool of communication, Barriers to Effective communication, Strategies to Overcome the Barriers.

#### Unit II:

Non-Verbal Communication, Importance of Non-Verbal Communication, Non Verbal Communication and Cultural influences, Body language.

#### Unit III:

**Listening Comprehension:** Difference between Hearing and Listening, Barriers to Listening, Effective Listening strategies, Listening in Conversational Interaction, Listening to Structured Talks.

#### Unit IV:

**Speaking Strategies:** The Speech Process, Conversation and Oral Skills, Types of Conversation: Formal and Informal Strategies for Good Conversation, Improving Fluency and Self-expression, Rhythm in Connected Speech, Ways to improve Pronunciation, Developing Voice Quality.

#### Unit V:

**Speaking Skills:** Expressions in different Communicative Functions: Asking Questions; Making Requests and suggestions; Expressing Greetings, Apologies and Gratitude Job Interviews, Group Discussions, Presentation Skills.

### Section B

#### Unit VI:

**Reading Comprehension:** Introduction, Reading Process, Reading different kinds of Texts, Reading Methods- Using KWL for reading comprehension, SQ3R approach.

#### Unit VII:

**Effective Written Communication:** Constituents of Effective Writing, Coherence and Cohesion for effective writing, Paragraph Development, Note Making.

#### Unit VIII:

**Business correspondence-I:** Documenting and Editing Skills. Memo writing.

#### Unit IX:

**Business correspondence-II:** Letter writing, Resume/CV, E mails for Communication.

#### Unit X:

**Business correspondence-III:** Writing Reports, Describing Tables and Charts, Meetings: Agenda and Minutes.

**Suggested Readings:**

- Koneru, Aruna. Professional Communication. Delhi: McGraw, 2008.
- Mahanand, Anand. English for Academic and Professional Skills. Delhi: McGraw, 2013. Print.
- Rani, D Sudha, TVS Reddy, D Ravi, and AS Jyotsna. A Workbook on English Grammar and Composition. Delhi: McGraw, 2016.
- Rizvi, M. Ashraf. Effective Technical Communication. Delhi: McGraw, 2018. • Pease, Allan and Barbara Pease. The Definitive Book of Body Language. New Delhi: Manjul Publishing House, 2005.
- Sharma, R.C. and Krishna Mohan. Business Correspondence and Report Writing. Delhi: McGraw, 2013.