

SEMESTER-II

BASIC COMMUNICATION SKILLS (CREDITS: 6)

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 6

Pass Percentage: 40%

Section A

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

Unit II: Communication: Non-Verbal Communication, Importance of Non-Verbal Communication, Non-Verbal Communication and Cultural influences.

Unit III: Listening Comprehension: Difference between Hearing and Listening, Effective Listening Strategies, Listening in Conversational Interaction.

Unit IV: 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 V: Reading Comprehension: Introduction, Reading Process, Reading different kinds of Texts, Reading Methods- Using KWL for reading comprehension.

Unit VI: Effective Written Communication: Constituents of Effective Writing, Coherence and Cohesion for effective writing.

Unit VII: Business correspondence I: Letter writing, Resume/CV, E mails for Communication.

Unit VIII: Business correspondence-II: Writing Reports, Describing Tables and Charts, Meetings: Agenda and Minutes.

Suggested Readings:

1. Koneru, Aruna. Professional Communication. Delhi: McGraw. 8th Ed, 2017.

2. Mahanand, Anand. English for Academic and Professional Skills. Delhi: McGraw, 2013.
3. Rani, D Sudha, TVS Reddy, D Ravi, and AS Jyotsna. A Workbook on English Grammar and Composition. Delhi: McGraw, 2012.
4. Rizvi, M. Ashraf. Effective Technical Communication. Delhi: McGraw, 2nd Ed. 2017