

Course Name : All Branches of Diploma Engineering

Semester : Second

Subject Title : Communication Skills

Subject Code : 201

Teaching and Examination Scheme:

Teaching Scheme			Examination					
L	T	P	Full Marks.	External Exam Marks	Internal Exam Marks	External Pas Marks	Total Pass Marks	Duration of External Exams
03	1		100	80	20	26	40	3 Hrs

NOTE:

Internal marks will be allotted on the basis of two snap tests and 2 assignment of equal marks to be conducted by the faculty teaching the subject.

Rationale:

The Students have been already been exposed to the Language Skills pertaining to English, leading to a better understanding of English & use of grammar, developing a base for the language. Now with a view to achieve some mastery over the language & to develop Communication Skills, which is the main objective of this subject, the basic concepts of communication, Non-verbal and written skills have been Introduced.

Objectives:

The Students will be able to:

- 1) Understand and use the basic concepts of communication and principles of effective communication in an organized set up and social context.
- 2) Give a positive feedback in various situations, to use appropriate body language & to avoid barriers for effective communication.
- 3) Write the various types of letters, reports and office drafting with the appropriate format.

Contents: Theory

Chapter	Name of the Topic	Hours	Marks
01	<p>Introduction to communication:</p> <p>1.1 Definition, communication cycle.,</p> <p>1.2 The elements of Communication: sender- message – channel- Receiver –Feedback.</p> <p>1.3 Concept of Communication Process.</p> <p>1.4 Stages in the process: defining the context, knowing the audience, designing the message, encoding, selecting proper channels, transmitting, receiving, decoding and giving feedback. (Case lets.)</p>	04	08
02	<p>Types of communication</p> <p>2.1 Formal Communication.</p> <p>2.2 Formal: Types – a) Vertical Communication. b) Horizontal Communication.</p> <p>2.3 Informal: Types – a) Diagonal Communication.</p> <p>2.4 Verbal Vs Non-Verbal Communication.</p> <p>2.5 Verbal: Types-a) Oral Communication. b) Written Communication.</p> <p>2.6 Non-Verbal: Types- a) Body Language. b) Graphic Language.</p>	06	10
03	<p>Principles of Effective Communication :</p> <p>3.1 Principles of Effective Communication. (One example each.)</p> <p>3.2 Communication barriers & how to overcome them.</p> <p>3.3 Developing effective messages: Thinking about purpose, knowing the audience, structuring the message, selecting proper channels, minimizing barriers & facilitating feedback. (Examples: Writing articles for newspapers, magazines.)</p>	04	08
04	<p>Non verbal- graphic communication:</p> <p>4.1 Non- verbal codes: A- Kinesecs , B- Proxemics , C – Haptics D-Vocalics , E- Physical appearance. F -Chronemics , G –Artifacts. (One example each.)</p> <p>4.2 Aspects of Body Language. Types of Body Language. (One example each.)</p> <p>4.3 Interpreting visuals & illustrating with visuals like tables, charts & graphs.</p>	06	12
05	<p>Formal written skills :</p> <p>5.1 Office Drafting: Circular, Notice, and Memo.</p> <p>5.2 Job Application with resume.</p> <p>5.3 Business correspondence: Enquiry, Order letter, Complaint letter, and Adjustment letter.</p> <p>5.4 Report writing: Accident report, Fall in production, Progress Report,, Investigation Report.</p> <p>5.5 Defining, Describing Objects & Giving Instructions.</p> <p>5.5.1 Defining Objects- Appearance, It's Use.</p> <p>5.5.2 Describing Objects- Purpose, Components, Functions, Applications.</p> <p>5.5.3 Giving Instructions- Precise, Directive, Imagistic Statements of a futuristic stance.</p>	10	20

06	Oral Skills :	12	22
	6.1 Phonetics and Phonology <ul style="list-style-type: none"> - Introduction - Phonetics symbols - Consonants/vowels/Diphthongs - Stress and Intonation 6.2 Discussion Skills <ul style="list-style-type: none"> - Importance of group discussion - Leadership skills - Team management 6.3 Presentation Skills <ul style="list-style-type: none"> - Importance of presentation - Planning of presentation - Handling stage fright 6.4 Mock Interview <ul style="list-style-type: none"> - The Interview process - Pre-Interview preparation - Answering strategies 		
Total		42	80

Assignments:

1. Communication Cycle (With the Help of Diagram) + Any two communication situations to be represented with the help of Communication Cycle. (Use Pictures)
2. Communication Situations (List of 5 Communication situations stating the type of communication viz; Vertical, Horizontal, Diagonal.
3. Barriers That Hinder a Particular Communication Situation. (State the type of barrier, and how to overcome them). (04 Caselets)
4. Writing articles (two) in keeping with the parameters of developing effective messages. (Collect samples from newspapers, articles, Internet and paste them in the assignment.)
5. Business Letters: a) Job Application with
Resume. b) Enquiry Letter.
c) Order Letter.
d) Complaint Letter.
6. Non-Verbal Communication:
 - a) Body Language: Five Illustrations of appropriate use of Body Language used on the part of student in formal and Informal setups. (Example- formal setup- classroom
 - b) Graphic Language: Five Illustrations of the use of Signs, Symbols, Colours, Maps, Graphs, Charts in day to day life.
7. Presentation Skills: Select topic (current issues) and ask students to give a class presentation as per the principles of effective communication and paste these topics as an

assignment in the file.

8. Non-Verbal Codes: Kinesics, Physical Appearance, Haptics. (Collect five pictures per group of five students on the above mentioned non-verbal codes, analyse and discuss them in the class. Ask the students to paste these pictures along with explanation in their individual files.

GUIDELINES: Teachers can make use of group discussions, class presentations, role plays, simulations, caselets, listen and repeat drills with the help of cassettes etc to give a hand on experience for students.

Students should maintain the Institute Files to write all the eight assignments with appropriate Index and get it duly certified.

Learning

Resources:

Books:

Sr. No.	Author	Title	Publisher
01	SBTE, Mumbai.	Text book of Communication Skills.	SBTE, Mumbai.
02	M.Ashraf Rizvi	Effective Technical Communication	Tata McGraw Hill Companies.
03	Krushna Mohan, Meera Banerji	Developing Communication Skills	Macmillan
04	Joyeeta Bhattacharya	Communication Skills.	Reliable Series
05	Jayakaran	Every ones guide to effective writing.	Apple Publishing.
06	Website: www.mindtools.com/page8.html -99k		
07	Website: www.khake.com/page66htm/ -72k		
08	Website: www.BMConsultantIndia.Com		
09	Website: www.letstak.co.in		
10	Website: www.inc.com/guides/growth/23032.html -45k		