

## Department of Management Studies

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### Vocational Course: Communication Skills

Credits:03

Course Code: I010017T

MM:100

#### Course Objective:

- To enhance learners communication skills in both social and professional contexts.
- To sensitize students to their communicative behavior by allowing the learners, understand the basics and the importance of Technical Communication.
- To equip learners with the professional skills by giving training in writing various tasks like letters, technical reports and e-mails etc.

#### Course Outcomes:

- Listening to oral instructions in order to perform a given task. (The skills of Listening will be taught and tested through specially prepared materials)
- The skills of Speaking will be developed conducting various communicative Activities- Role play, conversations, extempore etc.
- The Reading Skills will be enhanced through comprehending and unseen texts.
- The skills of Writing will be developed and assessed on Text based writing.

#### UNIT – I

**Introduction to Communication:** Need for effective communication, Functions of Communication and Induction to the students. **The Fundamentals of Communication:** Communication Cycle, Levels of communication; Flow of communication; Communication networks; General and Technical Communication.

#### UNIT – II

**Barriers to Effective Communication:** Miscommunication; Noise; Types of barriers; Communication across Culture, case Studies and Overcoming measures. **Non-verbal Communication and Body Language:** Forms of Non-verbal communication; and Effective use of body language.

#### UNIT – III

**Presentation Skills:** 4Ps (Planning, Preparation, Practice, Presentation), Outlining; Effective use of A/V aids and Modes of Delivery. **Listening Skills:** Hearing Vs listening, process of listening, types, Barriers to Listening, Qualities of a Good Listener and Active Vs Passive Listening. **Telephone Skills:** Telephonic Communication: Do's and Don'ts

#### UNIT – IV

**Speaking Skills:** Introducing yourself, Describing a person, place, situation and event, Giving instruction, Making inquiries – at a bank, post-office, air-port, hospital, reservation counter and role play. **Writing Skills:** Basics of Writing, Letter Writing: Informal Letter, Formal Business Letters: Parts and layout of a letter, **Report Writing:** Format, Structure and Types, **Reading and Study Skills.**

#### Suggested Reading:

- Muralikrishna C., Sunita Mishra “Communication Skills for Engineers” 2nd edition, Pearson, New Delhi 2010
- Vyas Manish A., Yogesh L. Patel, “Tasks for the English Classroom”, MacMillan, New Delhi, 2012.
- Michael vince, ‘Advanced Language Practice’, Macmillan Education, oxford,2003
- Eisenbach Iris, “English for Materials Science and Engineering”, Springer Fachmedien Wiesbaden GmbH 2011
- Loughed Lin, “Business Correspondence: A Guide to Everyday Writing’, Longman, Pearson Education, Inc,2003