

CS703 - Communication Skills – 1

Tarun Patel

Course Objectives

- To enhance basic Communication Skills i.e. Listening, Speaking, Reading, Writing of the students,
- On an advanced stage, to improve their Speaking and Listening Skills necessary for everyday living and for classroom, academic and cultural situations, and eventually
- To sharpen their expressional skills and help them succeed in Interview Process.

Unit-1

- Elements of Communication and Principles of effective communication
 - Definition, Concept and Process of Communication
 - Types and Levels of Communication
 - Principles of Effective Communication
 - Verbal Vs Nonverbal Communication

Unit-2

- Key Communication Skills and Barriers to effective communication
 - LSRW in Communication
 - Comprehensional and Expressional Skills
 - Barriers to effective Communication and techniques to overcome them
 - Alternative Modes of Communication

Unit-3

- Common Communication Styles and How to Work with them
 - Introduction to Communication Styles
 - Assertive Communication
 - Aggressive Communication
 - Passive Communication
 - Passive – Aggressive Communication
 - Working with different Styles

Unit-4

- Comprehensional Skills
 - Basic Comprehensional Skills: Reading and Listening
 - Types and Techniques - Skimming and Scanning of Reading
 - Types of Listening
 - Tips for effective listening
 - Academic Listening – Lectures and Presentations

Unit-5

- Expressional Skills:
 - Basic Expressional Skills: Writing and Speaking
 - Note Taking, Note Making, and Paragraph Development – Coherence, Topic Sentence, Supporting Sentence, Authentication, Examples
 - Letter Writing and Resume Making
 - Technical Report Writing
 - Email Drafting and Etiquettes
 - Delivering Effective Speeches
 - Participating in Group Discussions
 - Winning at Personal Interviews

Unit-6

- Grammar and Vocabulary
 - Tenses and the concept of time
 - Active and Passive Constructions
 - Direct – Indirect Speech
 - Prepositions
 - Conditionals
 - Idioms, Confusables, One-word Substitutes, Synonyms, Antonyms

Books you should read

- Developing Communication Skills by Krishna Mohan & Meera Banerji
- Basic Business Communication, 10th Edition by Lesikar and Flatley
- Contemporary Business Communication by Scott Over

Supportive Readings

- Books such as
 - One Minute Manager
 - One Minute Apology
 - Who Moved My Cheese
 - Self Leadership and the One Minute Manager: Increasing Effectiveness Through Situational Self Leadership
 - The One Minute Manager Balances Work and Life

Teaching Scheme

CS-703	Theory	Practical	Total
Hours/Week	2	2	4
Marks	50	100	150

Evaluation

Theory		Practical		Total
Institute	Uni.	Institute	Uni.	
15	35	30	70	150

Evaluation Components

- Internal-External Theory Examination
- Internal-External Practical Examination
- Term work / Assignments
- Presentations

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