**UHU001 COMMUNICATION SKILLS**

**Fundamentals of Communication:** Communication defined, Models of Communication, barriers in communication, perception and communication, essentials of good communication.

**Modes of human communication:** Basic differences in the principal modes of human communication – reading, writing, listening, speaking and non-verbal communication.

**Spoken communication:** Importance of spoken communication, designing receiver-oriented messages, comprehending cultural dimension.

**Making Oral presentations:** Functions of presentations, defining objective, audience analysis, collection of materials, organization of materials, body language, effective delivery techniques.

**Written communication:** Fundamentals of sentence structure, writing as a process.

**Fundamental of technical writing:** Special features of technical writing, the word choice, developing clarity and conciseness, Report writing, Business letters, Applications and resumes.

**Transactional Analysis:** Three human ego states, 4 life positions, different types of transactions.

**The significance of communication in a business organization:** Channels of communication – Downwards, Upwards, Horizontal, Consensus, and Grapevine.

**Literary discussions:** Analysis and discussion of the novel The Funda of Mix-ology and short stories from the books Under the banyan tree and other stories and Popular short stories.

**Laboratory work:**

**Audio-visual aids for effective communication:** The role of technology in communication, the role of audio-visuals, designing transparencies, computer-aided presentation software, etc.

**Software-aided activities in developing communication skills:** Proper pronunciation, Learning to use the correct tense, Business writing, Report writing, Connected speech, Building up vocabulary, Awareness about the common errors in the usage of English, etc.

**Case studies, group discussions, presentations.**

**Textbooks:**

**Reference books:**