

**Course Syllabi: UHU001 Communication Skills (L : T : P :: 2 : 0 : 2)**

1. **Course number and name:** UHU001; Communication Skills

2. **Credits and contact hours:** Credits: 3.0; Hours: 4

3. **Text book, title, author, and year**

- *Sen, L., Communication Skills. Prentice Hall of India (2004).*
- *Dhar, M., The Funda of Mixology: What bartending teaches that IIM does not, Srishti Publications (2008).*
- *Narayan, R. K., Under the banyan tree and other stories. Penguin Classics. (2007).*
- *Board of Editors. Popular Short Stories, Oxford University Press. (2000).*
- *Lesikar R. V., and Flatley M. E., Basic Business Communication Skills for empowering the internet generation. Tata McGraw Hill (2004) 10<sup>th</sup> ed.*
- *Sharma R. C., and Mohan K., Business Correspondence and Report Writing. Tata McGraw Hill (1994).*
- *Rodrigues, M. V., Effective Business Communication. Concept Publishing Company. (2003).*

a. Other supplemental materials

- Nil

4. **Specific course information**

a. Brief description of the content of the course (catalog description)

**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**

## **5. Specific goals for the course**

After the completion of the course, the students will be able to:

- Select proper channel of communication.
- Communicate verbally in a group as well as individually.
- Update with the latest trends in business letter writing, resume and report writing.
- Analyze the role of literature in our lives through discussion of prescribed novel and short stories.

## **6. Brief list of topics to be covered**

- Fundamentals of Communication
- Modes of human communication
- Spoken communication
- Written communication
- Making Oral presentations
- Fundamental of technical writing