

PaperCode: HS113/H5114					
Paper: Communications Skills					
Paper: 98113/98114					
Course Objectives:					
To understand the communication system paradigm					
To understand how language vocabulary can be increased and difference between Indian, British and American English					
To understand how to write a business letter and make a speech.					
To improve grammar and sentence structure					
Course Outcomes (CO					
CO1: Ability to Communicate as an individual and in a Group.					
CO2: Ability to learn new words and differentiate between Indian, British and American English.					
CO3: Ability to write business letters and make speeches					
CO4: Improved grammar and sentence structure.					
<b>Unit-1</b>	<b>Hours</b>				
Role and Importance of Communications, Attributes of Communication, Verbal and Non-verbal communications	2				
Verbal communication skills, Non-Verbal communication methods, Body language	1				
Barriers to Communications, Socio-psychological barriers, Inter-cultural barriers, Overcoming barriers, Communication Mediums: Characterisation and Choice of Medium	2				
Effective Communication: Correctness, Clarity, Conciseness. Courtesy,	1				
Group Communication: Meetings (types, purpose), Group Discussions, Conduct of Meeting, Participant Role, Making Presentations.	2				
<b>Unit-2</b>					
Spoken and Written English: Attributes of spoken and written communication, Formal & Informal Communication	2				
Variation in between Indian, British and American English	1				
Etiquette and Manners: Personal Behaviour, Greetings, .	1				
Introductions, Telephone Etiquette.	1				
Vocabulary Development: Dictionaries and Thesaurus Words often confused, generally used one word substitutions.	2				
Comprehension	1				
<b>Unit-3</b>					

Letter writing: Planning the message, Planning Content, Structure, Language use	1				
Layout, enquires and replies, asking for or giving quotations, Bargaining letters, Seller's reply, etc.; Complaints and Replies	1				
Memos Circulars and notices	1				
Papagraph Writing	1				
Writing Scientific and Technical Reports: Types, Structure.	1				
Drafting and Delivering a Speech	1				
Understanding the Environment, Understanding the Audience, Text preparing, Composition	1				
Practicing Commemorative Speeches, Welcome and Introduction, Farewell and Send-offs, Condolence	1				
Unit-4					
Articles: Indefinite, Definite Tenses: Present, Past, Future, Perfect (Present, Past and Futures) Tenses	2				
Conditional sentences; Active and Passive Voice	2				
Formation, conversion; Direct and indirect Speech,	2				
Degrees of Comparison, Common Rrrors	1				
Concepts of Learning and Listening	1				