

Communication Skills - Web course

COURSE OUTLINE

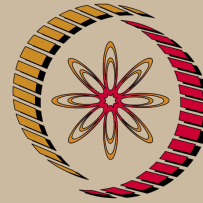
Considering the significance of English language as a tool for global communication, the course aims to develop and enhance the linguistic and communicative competence of the students.

The focus is on honing the skills of reading, writing, listening, and speaking. By providing suitable examples, the students will be exposed to various forms of personal and professional communication.

The self-learning tasks designed will facilitate to enhance effective communication skills in a modern, globalised context.

COURSE DETAIL

Module	Topics and Contents	No. of Lectures
1.	Introduction to Communication: Need for Effective Communication.	2
2.	The Process of Communication: Levels of communication; Flow of communication; Use of language in communication; Communication networks; Significance of technical communication.	2
3.	Barriers to Communication: Types of barriers; Miscommunication; Noise; Overcoming measures.	3
4.	Listening Skills: Listening as an active skill; Types of Listeners; Listening for general content; Listening to fill up information; Intensive Listening; Listening for specific information; Developing effective listening skills; Barriers to effective listening skills.	4



NP-TEL

NPTEL

<http://nptel.iitm.ac.in>

Humanities and Social Sciences

Additional Reading:

1. Lesikar, Raymond V and John D. Pettit. *Report Writing for Business*. Boston: McGraw-Hill, 1998.
2. Ruesh, Jurgen and Weldon Kees. *Nonverbal Communication: Notes on Visual Perception of Human Relations*. Berkeley: University of California Press, 1966.

Hyperlinks:

1. <http://www.mindtools.com/page8.html>
2. http://techpreparation.com/soft-skills.htm?gclid=CJf34fyQv5wCFdMtpAodjjX_tA
3. <http://lorien.ncl.ac.uk/ming/Dept/Tips/present/comms.htm>

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5.	<p>Reading Skills :</p> <p>Previewing techniques; Skimming; Scanning; Understanding the gist of an argument;</p> <p>Identifying the topic sentence; Inferring lexical and contextual meaning; recognizing coherence and sequencing of sentences; Improving comprehension skills.</p>	2
6.	<p>Writing Skills:</p> <p>Sentence formation; Use of appropriate diction; Paragraph and Essay Writing; Coherence and Cohesion.</p>	2
7.	<p>Technical Writing:</p> <p>Differences between technical and literary style, Elements of style; Common Errors.</p>	4
8.	<p>Letter Writing:</p> <p>Formal, informal and demi-official letters; business letters.</p>	2
9.	<p>Job Application :</p> <p>Cover letter, Differences between bio-data, CV and Resume.</p>	3
10.	<p>Report Writing:</p> <p>Basics of Report Writing; Structure of a report; Types of reports.</p>	3
11.	<p>Non-verbal Communication and Body Language:</p> <p>Forms of non-verbal communication; Interpreting body-language cues; Kinesics; Proxemics; Chronemics; Effective use of body language.</p>	4
12.	<p>Interview Skills:</p> <p>Types of Interviews; Ensuring success in job interviews; Appropriate use of non-verbal communication.</p>	3
13.	<p>Group Discussion:</p>	2

	Differences between group discussion and debate; Ensuring success in group discussions.	
14.	Presentation Skills: Oral presentation and public speaking skills; business presentations.	2
15.	Technology-based Communication: Netiquettes: effective e-mail messages; power-point presentation; enhancing editing skills using computer software.	2
Total number of lectures:		40

References:

1. Bovee, Courtland, L., John V. Thill and Barbara E. Schatzman. Business Communication Today: Seventh Edition. Delhi: Pearson Education, 2004.
2. Lesikar, Raymond V and Marie E. Flatley. Basic Business Communication: Skills for Empowering the Internet Generation: Ninth Edition. New Delhi: Tata McGraw-Hill Publishing Company Ltd., 2002.
3. Pease, Allan and Barbara Pease. The Definitive Book of Body Language. New Delhi: Manjul Publishing House, 2005.