

Communication Skills

F.E. Sem. II

EVALUATION SYSTEM

	Time	Marks
Theory Exam	2 Hrs.	75
Practical Exam	–	–
Oral Exam	–	25
Term Work	–	25

SYLLABUS

1. Communication Theory

Concept and meaning of communication, Objectives of communication, Methods of communication, Communication in a business organization (internal, upward, downward, horizontal, grapevine), Problems and solutions.

2. Techniques to improve communication

Speaking (Phonetics), Writing, Reading and Listening, Introduction to Modern Communication Media, Netiquette, Conferencing – Introduction, Importance, Techniques.

3. Summarization and Comprehension

Techniques to comprehend and summarize a given technical, scientific or industry oriented text, Questions to test analytical skills and expressions. (To test the ability to present the written matter in a brief and concise manner)

4. Vocabulary, Grammar and Aptitude test

5. Basic Official Correspondence

Principles of Correspondence, Language and style in official letters, Formats of letters (Complete block, Modified Block, Semi-Block form), Types of letters (Enquiry, Reply to enquiry, Placing an order, Claim and Adjustments)

6. Basic Technical Writing

Framing definitions, Writing instructions, Types of expositions (description and explanation).

Reference :

1. Business Communication (*Lesiker & Petit*) McGraw Hill Publication – 1995.
2. Communication Skills Handbook (*Summers*) Wiley India.
3. Business Communication (*Rai & Rai*) Himalaya Publishing House (Revised Edition).
4. Business Correspondence and Report Writing (*R.C. Sharma & Krishna Mohan*) Tata McGraw Hill – 2002 (3rd Edition).
5. English for Engineering's and Technologists : A skills approach (Books 1 and 2) Course authors (*Orient Longman*) Humanities and Social Sciences Division, Anna University, Madras – Mainly for Comprehension.
6. Modern Business Correspondence (*McCommas & Satterwhite*) McGraw Hill Publications (6th Edition).
7. Technical Writing and Professional Communications (*Huckins, Thomas*) McGraw Hill.
8. Contemporary Business Communication (*Scott Ober*) Wiley India.
9. Written Communication (*Sarah*) Orient Longman.

