

# Vidyalankar

F.E. : Sem. II

Communication Skills

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## Syllabus

Time : 2 Hrs.

Theory : 75 Marks

Term Work : 25 Marks

Oral : 25 Marks

### 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).

### Recommended Books :

- Business Communication (*Lesiker and Petit*) McGraw – Hill Publications 1995.
- Communication Skills Handbook, (*Summers*) Wiley India.
- Business Communication (Revised Edition) (*Rai and Rai*) Himalaya Publishing House.
- Business correspondence and report writing (*R. C. Sharma and Krishna Mohan*) Tata McGraw – Hill, 2002. 3<sup>rd</sup> edition.
- English for Engineers and Technologists : A skills approach (Books 1 and 2). Course authors (*Humanities and Social Sciences Division, Anna University, Madras*). (*Orient Longman*) (Mainly for comprehension).
- Modern Business Correspondence (*Mc Commas and Satterwhite*) Sixth Edition, Mc Graw-Hill publications.
- Technical Writing and Professional Communications (*Huckins, Thomas*) Mc Graw-Hill.
- Contemporary Business Communication (*Scott Ober*) Wiley India.
- Written Communication (*Sarah*) Orient Longman

