

✓ SEC-180: COMMUNICATION SKILLS

(Contact Hrs-45, Credits-3)

Learning Outcomes (LOs):

1. Comprehending the fundamentals of communication.
2. Assessing the importance of communication.
3. Equipping themselves with communication skills.
4. Enabling to communicate effectively.

Unit-I An introduction to Communication

- Concept, types, scope and process of communication
- Importance and purpose of communication
- Criteria of effective communication
- Barriers to communication

Unit-II Communication skills and techniques

- Listening, speaking, writing skills,
- Interacting skills, Negotiation skills,
- Influence skills, Assertiveness skills
- Communication techniques

Unit-III Activity based

Activities based on communication skills

- Listening Comprehension and Writing Skills
- E-Mail etiquette
- Presentation Skills
- Interview Handling Skills

Suggested readings:

1. Andreja. J. Ruther Ford, 2nd Edition, (2011). Basic Communication Skills for Technology. Pearson Education
2. Anjanee Sethi & Bhavana Adhikari (2009). Business Communication, Tata McGraw Hill
3. Baldoni, John (2003). Great Communication Secrets of Great Leaders. Tata McGraw-Hill Publishing Co., New Delhi.
4. Bhattanagar, O.P., and O.P. Dahama (1980). Education and Communication for Development. Oxford and IBH Publishing House, New Delhi.
5. Kumar, Sanjay, Pushpalata 1 st Edition (2011). Communication Skills, Oxford Press.
6. Konar, Nira (2022). Communication skills for Professionals, PHI Publishing, New Delhi.

7. Tuhovsky, Ian (2019). Communication Skills Training: A Practical Guide to Improving Your Social Intelligence, Presentation and Social Speaking, Rupa Publications, New Delhi, India
8. Singh, J.K. (2012). Text Book of Mass Communication. DVS Publishers, Guwahati.