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| Devi Ahilya University, Indore, India Institute of Engineering & Technology | | | | MSc – I Year (<u>Applied Mathematics</u>) with Specialization in <u>Computing & Informatics</u> | | | | |
| | | | | Semester- I | | | | |
| Subject Code & Name | | Instructions Hours per Week | | Credits | | | | |
| AM1SS1: Advanced Communication Skill | | L | T | P | L | T | P | Total |
| | | 2 | - | - | 2 | - | - | 2 |
| Duration of Theory Paper: 3 Hours | | | | | | | | |

Objective: The course aims to develop the basics of interpersonal communication and public speaking, so as to improve the communication skills and ability to understand others.

Prerequisites: Nil

COURSE OF CONTENTS

UNIT I

Fundamentals of Communication: Definitions, importance, forms of communication, process of communication, various channels of communication, barriers for effective communication & ways to overcome them. Listening and its importance: Definition, barriers for effective listening, improving listening abilities, exercises and cases

UNIT II

Communication skills: Importance of communication, Art of communicating, Elements of interpersonal communication, Verbal Communication, Non-verbal Communication, Body Language, exercises and cases.

UNIT III

Group Discussions: Definition, importance, process, effectively participating in Group Discussions, Dos and Don'ts, Practicing by mock Group Discussions.

Interviews: Types of Interview, Role of Interviewee and Role of Interviewer, Commonly asked questions in an interview, Dos and Don'ts in an interview, Practicing by mock interviews.

UNIT IV

Transactional Analysis: Johari Window, FIRO-B, FIRO-B Self-exercise workshop.

Written communication: Report writing, Documentation, Business Correspondence, Preparation of manuals and Project Reports, E-mails, Types of e-mails, e-mail protocol.

UNIT V

Negotiation skills: Need, Definition, Process of negotiation, various stages of negotiation, Essentials of effective negotiation, Strategies of negotiation.

BOOKS RECOMMENDED:

[1] P.D. Chaturvedi, Mukesh Chaturvedi , Business Communication, Pearson Education, Singapore Pvt. Ltd. 2008.

[2] K.K. Sinha, Business Communication, 2nd Ed., Galgotia Publishing Company, 2001.

[3] R.C. Sharma, Krishna Mohan, Business Correspondence and Report Writing, 3rd Ed., Tata McGraw Hill, 2002.

[4] Scot Ober, Contemporary Business Communication, 5th Ed., Biztantra, 2004.