

<b>Devi Ahilya Vishwavidhyalaya, Indore, India Institute of Engineering &amp; Technology</b>				<b>II Year B.Tech. (Civil Engineering)</b>		
<b>Course Code &amp; Name</b>	<b>Instructions Hours per Semester and Credits</b>					
<b>4RVHS1  Communication Skills</b>	<b>Classroom Instruction (CI)</b>		<b>Lab Instruction (LI)</b>	<b>Term Work (TW) and Self Learning (SL)</b>	<b>Total no. of Hours Per semester</b>	<b>Total Credits (Total Hours/30)</b>
	<b>L</b>	<b>T</b>	<b>P</b>	<b>TW+SL</b>	<b>60</b>	<b>2</b>
	<b>20</b>	<b>0</b>	<b>0</b>	<b>40</b>		

**Course Learning Objectives:**

1. Understand and acquire the basics of interpersonal skills and public speaking.
2. Improve their communication skills and ability to understand others.
3. Provide the knowledge of public/professional speaking and writing.
4. Develop skills involved in making a presentation for conferences and meetings.
5. Develop understanding about dressing sense and telephone etiquettes.

**Pre requisites:**

**COURSE CONTENTS**

**UNIT – I**

**Introduction to Communication:** Purpose of Communication; Process of Communication; Importance of Communication in Business; Differences between Technical and General Communication; Barriers to Communication; Measures to Overcome the Barriers to Communication. Objectives and Principles of Communication.

**UNIT - II**

**Types of Communication & Listening Skills:** Types of Communication; Verbal Communication-Importance of verbal communication- Advantages of verbal communication, Significance of Non-verbal Communication. Listening Process: Classification of Listening, Purpose of Listening, Common Barriers to the Listening Process, Measures to Improve Listening. Listening as an Important Skill in Workplace.

**UNIT – III**

**Communication Network:** Scope and Types of Communication Network; Formal and Informal Communication Network; Upward Communication; Downward Communication; Horizontal Communication; Diagonal Communication.

**UNIT - IV**

**Oral Communication Skills Attire and Etiquettes:** Oral Business Presentation and Public Speaking; Self-Monitoring as tool for Public Speaking; Purpose, Analysis of Audience, Steps in Making a Presentation, Delivering a Presentation. Dressing Sense and Telephone/Mobile Etiquettes.

## UNIT - V

**Employment Communication – Job Interview:** Importance and Factors Involving Job Interview; Characteristics of Job Interview; Job Interview Process; Job Interview Techniques- Manners and etiquettes to be maintained during an interview. **Group Discussion;** Purpose, Methods and Importance

### Course Outcomes:

CO. No.	CO	PO
CO1	Learn about basics and importance of communication in a business organisation and implementation of principles of communication.	PO-10, PO-12
CO2	Acquire knowledge about types and selection of appropriate medium to communicate in different organizations.	PO-10, PO-12
CO3	Learn the communication network in a variety of circumstance and develop verbal & non-verbal communication skills.	PO-10, PO-12
CO4	Improve presentation skills as per the requirement and understand the audience while speaking professionally/publicly.	PO-9, PO-10, PO-12
CO5	Implement interview techniques and group discussion with appropriate attire and etiquettes.	PO-10, PO-12

### BOOKS RECOMMENDED:

1. Pal, R. & Korlahalli, J.S. Essentials of Business Communication, Sultan Chand & Sons, New Delhi.
2. Sethi, J & et al. A Practice Course in English Pronunciation, Prentice Hall of India, New Delhi.
3. Sen, Leena. Communication Skills, Prentice Hall of India, New Delhi.
4. Prasad, P. Communication Skills, S.K. Kataria& Sons.
5. A.S. Hornby's. Oxford Advanced Learners Dictionary of Current English, 7th Edition.
6. Bill Scott, The Skills of Communication, Bombay, Jaico
7. Ronald E. Dulek & John S. Fielden, Principles of Communication, New York, McMillan.

### CO-PO-PSO Relationship

CO	PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PO-7	PO-8	PO-9	PO-10	PO-11	PSO 1	PSO 2	PSO 3
4RVHS1.CO1										3	3	2	2	1
4RVHS1.CO2										3	3	3	2	2
4RVHS1.CO3										3	3	2	2	2
4RVHS1.CO4									2	3	3	3	3	2
4RVHS1.CO5										3	3	3	2	1