

Devi Ahilya University, Indore, India Institute of Engineering & Technology			II Year B.E. (Electronics and Instrumentation Engg.) (Full Time)				
Subject Code & Name	Instructions Hours per Week			Credits			
SER3S3 EFFECTIVE COMMUNICATION SKILL	L	T	P	L	T	P	Total
	2	0	0	2	0	0	2
Duration of Theory Paper: 3 Hours							

Learning Objectives:

To develop effective communication skills in engineers for expressing the technical ideas and for discussing the technical issues with confidence.

Prerequisites: Technical English

COURSE CONTENTS

Unit-I

Fundamentals of Communication: The Importance of Communication; the Basic forms of Communication; The Process of Communication; Types of Communication; Art of Communication.

Unit-II

Inter-personal skills: Building Positive Relationships; Giving Praise; Dealing with Criticism; Managing Conflicts .; Telephone speaking skills and Cross-cultural communication skills

Unit-III

Fundamentals of public Speaking- Speeches on topics of current concern ,listening- The importance of listening; Barriers to Effective Listening; Approaches to Listening; How to be a Better Listener; What speakers can do to ensure better listening.

Unit-IV

Interviews: Points to be remembered as an interviewer or an interviewee; Commonly asked questions; Types of interviews; Do's and Don'ts.

Unit-V

Making Presentations: Speech Purpose- General and Specific; Methods of Speaking; Analyzing the Audience; Nonverbal Dimensions of Presentation, Group Discussions: Importance; Process; Points to be kept in mind while participating; Do's and don'ts.

Note: There shall be seminars and practice sessions by students.

Learning Outcomes:

Upon Completing the Course, Student will able to deliver the *seminars and making presentation.*

BOOKS RECOMMENDED:

- [1] P D Chaturvedi, P.D. & M Chaturvedi, *Business Communication: Concepts, Cases and Applications*, Pearson Education, Singapore Pvt. Ltd, 2004.
[2] ICMR, *Business Communication*, Feb 2001.

[3] J Davies, *Communication Skills: A Guide for Engineering and Applied Science Students*, 2/e Pearson Education, 2006.

[4] Lecture material given by the course teacher.