

Devi Ahilya University, Indore, India Institute of Engineering & Technology			II Year B.E. (Mechanical Engg.) (Full Time)				
Subject Code & Name	Instructions Hours per Week			Credits			
SMR3S3 EFFECTIVE COMMUNICATION SKILL	L	T	P	L	T	P	Total
Duration of Theory Paper: 3 Hours	2	0	0	2	0	0	2

Learning Objectives:

1. To make fundamentally strong base for decision making skills by applying the concepts of communication.
2. To develop effective communication skills in engineers for expressing the technical ideas and for discussing the technical issues with confidence.
3. To develop soft skills of presentation, for developing effectivity in communication.

Pre requisite(s): Basic 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. Barriers of Communication and their remedies.

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.

Learning Outcomes:

Upon Completing the Course, Student will able to:

1. Understand importance of communication process.
2. Understand importance of presentation.
3. Improve the barriers of communication.
4. Participate in interviews and group discussion.

BOOKS RECOMMENDED:

- [1] Chaturvedi P D, Chaturvedi M, *Business Communication: Concepts, Cases and Applications*, Pearson Education, Singapore Pvt. Ltd, 2004.
- [2] ICMR, *Business Communication*, Feb 2001.
- [3] Davies J, *Communication Skills: A Guide for Engineering and Applied Science Students*, 2/e Pearson Education, 2006.