

**Name of Programme : Diploma in**  
**CE/EE/ET/ME/MT/CM/IT/DDGM**  
**Programme Code : 01/02/03/04/05/06/07/08/21/22/23/24/26**  
**Name of Course : Communication Skills**  
**Course Code : HU 182**

**Teaching Scheme:**

	Hours / Week	Total Hours
Theory	02	32
Term work / Practical	02	32

**Evaluation:**

	Progressive Assessment	Semester End Examination			
		Theory	Practical	Oral	Term work
Duration	One class test of 60 minutes and an oral	03 Hrs	--	--	--
Marks	20	80	--	25	--

**Rationale:**

Classified under human sciences this subject is intended to introduce students with the process of communication so that they can identify conditions favorable to effective communication. They will also be taught basic and applied language skills viz. listening, speaking, reading and writing – all useful for the study of a technical course and communication. Specifically, writing and oral presentation skills are two top ranking capabilities needed for professional careers and must be developed systematically.

**Course Outcomes:**

1. Analyze communication event.
2. Use the patterns required to communicate in an organization.
3. Communicate using appropriate non-verbal codes
4. Draft various types of letters and office drafts.

**Course Contents:**

**A. Theory :**

Specific Learning Outcomes (Cognitive	Topics and subtopics	Hrs.
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Domain)		
<b>Units 1 : Basic concepts and principles of communication</b>		
<p>1. Define all elements of communication</p> <p>2. Analyze communication event</p> <p>3. Define the stages of communication process</p> <p>4. Apply the principles of communication and minimize the barriers</p>	<p>1.1 The communication Event The communication event: Definition The elements of communication: The sender, receiver, message, channel, feedback.</p> <p>1.2 The communication Process The communication process: Definition Stages in the process: defining the context, knowing the audience, designing the message, encoding, selecting the proper channels, transmitting, receiving, decoding and giving feedback.</p> <p>1.3 Principles of Effective communication Effective Communication: definition Communication Barriers and how to overcome them at each stage of communication process.</p> <p>Developing effective message: Thinking about purpose, knowing the audience, structuring the message, selecting proper channels, minimizing barriers and facilitating feedback</p>	
<b>Unit 2: Organizational Communication</b>		
<p>1. Understand non-verbal codes and use them effectively</p>	<p>2.1 What is an organization? Goal. Patterns of communication: Upward, Downward, Horizontal and Grapevine</p>	04
<b>Unit 3: Non-verbal Communication</b>		
<p>1. Understand non-verbal codes and use them effectively</p>	<p>3.1 Non-verbal codes: Kinesics (eye-contact, gesture, postures, body movements and facial expressions) Proxemics (using space), Haptics (touch), Vocalics (Aspect of Speech like tone, emphasis, volume, pauses etc.) Physical Appearance, Chronemics (manipulating time), Silence</p>	06
<b>Unit 4: Business Correspondence and Office Drafting</b>		
<p>1. Understand office drafts and letters and practice those in various contexts</p>	<p>4.1 Business Correspondence: Letter of Enquiry, Order letter, Complaint Letter</p> <p>4.2 Office Drafting: Circular, Notice and Memo</p> <p>4.3 Job Application with Resume</p>	10

Total Hrs. 32

**B. List of Practicals /Laboratory Experiences/Assignments:**

<b>Practical No.</b>	<b>Specific Learning Outcomes (Psychomotor Domain)</b>	<b>Units</b>	<b>Hrs.</b>
1.	Introduce themselves with self informative parameters	Self introduction	02
2.	Present orally a speech on a topic using body language and vocalic	Elocution	04
3.	Practice to speak on given unknown topic instantly	Extempore	04
4.	Rehearse a role play of an interview	Mock Interview	04
5	Participate in a debate activity	Debate	02
6.	Understand, practice various applications and reports	Variety Application/Reports	02
7.	Write paragraphs on technical subjects	Writing Paragraphs on Technical Subjects	02
8.	Draft business letters	Business letter	02
9.	Practice and present one of the syllabus topics	Individual/ Group Presentation on identified topics	02
10.	Discuss on a current topic sitting in a group	Group discussion	02
11.	Rehearse various role plays of various oral presentation	Role play	06
		<b>Total Hrs.</b>	<b>32</b>

**Instructional Strategy:**

<b>Sr.No</b>	<b>Topic</b>	<b>Instructional Strategy</b>
1	Basic concepts and principles of Communication	Classroom teaching and demo sessions
2	Organizational communication	Classroom teaching and demo sessions
3	Non-verbal communication	Classroom teaching and demo sessions
4.	Business Correspondence and Office Drafting	Classroom teaching

**Specification Table for Theory Paper :**





<b>CO</b> ↓	<b>Basic knowledge</b>	<b>Discipline knowledge</b>	<b>Experiments &amp; Practice</b>	<b>Engineering Tools</b>	<b>The Engineer &amp; society</b>	<b>Environment &amp; sustainability</b>	<b>Ethics</b>	<b>Individual and team work</b>	<b>Communication</b>	<b>Life-long learning</b>
Analyze communication event.	--	2	3	--	3	--	3	3	3	3
Use the patterns required to communicate in an organization.	--	3	3	--	3	--	3	3	3	3
Communicate using appropriate non-verbal codes	--	3	2	--	3	--	3	3	3	3
Draft various types of letters and office drafts.	--	3	2	--	3	--	3	3	3	3
<b>Summary</b>	--	3	2	--	3	--	3	3	3	3

1: Slight (Low) 2: Moderate (Medium) 3: Substantial (High)

**CO-PSO Matrix :**

<b>CO /PSO</b> ↓	<b>Hardware and Networking</b>	<b>Database Technologies</b>	<b>Software Development</b>
Analyze communication event.	-	-	<b>1</b>
Use the patterns required to communicate in an organization.	-	-	<b>2</b>
Communicate using appropriate non-verbal codes	-	<b>1</b>	<b>1</b>

Draft various types of letters and office drafts.	-	-	<b>1</b>
<b>Summary</b>	-	<b>1</b>	<b>1</b>

**Reference & Text Books:**

S.N.	Title	Author, Publisher, Edition and Year of publication	ISBN Number
1	Communication skills	MSBTE	
2	Communication skills	Joyeeta Bhattacharya	
3	Written communication in English	Sarah Freeman	
4	Developing communication skills	Krishna Mohan and Meera Banerji	

**List of Experts & Teachers Who Contributed For This Curriculum:**

S.N.	Name	Designation	Institute / Industry
1.		Chairman PBOS	
2.		Faculty from Institute	
3.		Faculty from Institute	
4.		Consultant from Industry	
5.		Faculty from nearby Institute	
6.		R.B.T.E.Representative	

**Prepared by**

**( M.A.Surdikar )  
(Chairman PBO)**

**(Member Secretary PBOS)**