GOVERNMENT POLYTECHNIC, PUNE
'120 – NEP' SCHEME

PROGRAMME	DIPLOMA IN CE/EE/ET/ME/MT/CM/IT/DDGM
PROGRAMME CODE	01/02/03/04/05/06/07/08
COURSE TITLE	PROFESSIONAL COMMUNICATION
COURSE CODE	HU11202
PREREQUISITE COURSE CODE & TITLE	NA

I. LEARNING & ASSESSMENT SCHEME

Course Code	Course Title	Course Type	Learning Scheme - Actual Contact Hrs./Week - CL	TL	LL	SLH	NLH	Credits	Paper Duration	Theory - FA-TH Max	SA-TH Max	Total Max	Total Min	Based on LL & TSL - Practical - FA-PR Max	FA-PR Min	SA-PR Max	SA-PR Min	Based on SL - SLA Max	SLA Min	Total Marks
HU11202	PROFESSIONAL COMMUNICATION SKILLS	SEC	-	-	2	-	2	1	-	-	-	-	-	25	10	25@	10	-	-	50

Total IKS Hrs for Sem. : 0 Hrs

Abbreviations: CL- Classroom Learning, TL- Tu tutorial Learning, LL-Laboratory Learning, SL H-Self Learning Hours, NLH-Notional Learning Hours, FA - Formative Assessment, SA -Summative assessment, IKS – Indian Knowledge System, SLA - Self Learning Assessment.

Legends: @ Internal Assessment, # External Assessment, *# OnLine Examination,@$ Internal Online Examination.

Note :
1. FA-TH represents the average of two class tests of 30 marks each conducted during the semester.
2. If the candidate does not secure minimum passing marks in FA-PR of any course then the candidate shall be declared as "Detained" in that semester.
3. If the candidate is not securing minimum passing marks in SLA of any course then the candidate shall be declared as fail and will have to repeat and resubmit SLA work.
4. Notional Learning hours for the semester are (CL+LL+TL+SL)hrs.* 15 Weeks
5. 1 credit is equivalent to 30 Notional hrs.
6. * Self-learning hours shall not be reflected in the timetable.
7. * Self-learning includes micro-projects/assignments / other activities.

II. RATIONALE:

Communication is key to the smooth and efficient functioning of any industry or business. Professional communication is the need of every organization to maintain ethics, quality and standards. The efficacy of business communication skills is essential for engineering professionals to instruct, guide and motivate peers/ subordinates to achieve desired goals at the workplace. Thus, this course has been designed to enhance professional communication skills for effective presentation both in written and oral forms at the workplace.

III. COURSE-LEVEL LEARNING OUTCOMES (CO'S):

Students will be able to achieve and demonstrate the following COs on completion of course-based learning
- CO1 - Communicate effectively (oral and written) in various formal and informal situations minimizing the barriers.
- CO2 - Develop listening skills through active listening and note-taking.
- CO3 - Write the circulars, notices and minutes of the meeting.
- CO4 - Draft enquiry letter, complaint letter, and Job application with resume / CV, Compose effective Emails.
- CO5 - Write Industrial reports.

COURSE TITLE: PROFESSIONAL COMMUNICATION

IV. THEORY LEARNING OUTCOMES AND ALIGNED COURSE CONTENT:

Sr. No	Theory Learning Outcomes (TLO'S) aligned to CO's.	Learning content mapped with TLO's.	Suggested Learning Pedagogies	Relevant COs
	UNIT-I PROFESSIONAL COMMUNICATION: AN OVERVIEW			
1	TLO 1.1 Describe the importance of professional communication in given situations. TLO 1.2 Identify the types of communication barriers in given situations and suggest remedies. TLO 1.3 Use different types of verbal and non–verbal communication for the given situation.	1.1 Definition of professional communication- Importance, relevance, Elements and process of communication,7 C's of Professional Communication (Clarity, Conciseness, correctness, coherent, concrete, courteous & Complete). 1.2 Communication barriers, Types of barriers (Linguistic, Psychological, Technological). 1.3 Types of Communication– Verbal (Oral-Written), Formal, Informal (Grapevine) and Vertical Comm.	Language lab, Role plays, Chalkboard, Reference books, Case studies.	CO1
	UNIT - II LISTENING & NOTE-TAKING			
2	TLO 2.1 Identify the difference between listening and hearing. TLO 2.2 Differentiate the types of listening in various situations. TLO 2.3 Take notes during lectures and seminars. Make use of types of note-taking and note-making for different subjects/topics.	2.1 Difference between listening & Hearing. 2.2 Types of listening a)Active listening b)Passive listening c)Selective listening. 2.3 Techniques of Note-taking, Types of note taking (Outline notes, Mind Mapping, Flowcharts).	Language Lab, Classroom learning, NPTEL, Role Play.	CO2
	UNIT - III OFFICE DRAFTING			
3	TLO 3.1 Prepare notices/agenda for the given type of meeting/information. TLO 3.2 Prepare minutes of meeting/s. TLO 3.3 Draft a circular for a particular information/event.	3.1 Format of Notice, Drafting Agenda. 3.2 Preparing Minutes of the meeting. 3.3 Format of Circular.	Whiteboard, Language Lab, Reference books, Classroom learning.	CO3
	UNIT - IV WRITING SKILLS FOR PROFESSIONAL COMMUNICATION			
4	TLO 4.1 Compose cover letter and CV / Resume for jobs. TLO 4.2 Apply E-mail Etiquettes for professional purposes. TLO 4.3 Compose Emails for different official purposes.	4.1 Job Application with Resume / CV. 4.2 E-Mail Etiquettes. 4.3 Writing official E-Mails to communicate intended purposes.	Language lab, Classroom learning NPTEL, Reference books.	CO4

Sr. No	Theory Learning Outcomes (TLO'S) aligned to CO's.	Learning content mapped with TLO's.	Suggested Learning Pedagogies	Relevant COs
		UNIT - V REPORT WRITING		
5	TLO 5.1 Compose technical reports. TLO5.2 Draft accident and Investigation.	5.1 Introduction to report writing 5.2 Accident Report and Investigation Report.	Chalk and talk, Language Lab, Collaborative learning, Classroom learning.	CO5

V. LABORATORY LEARNING OUTCOME AND ALIGNED PRACTICAL /TUTORIAL EXPERIENCES.

Sr. No	Practical/Tutorial/Laboratory Learning Outcome (LLO)	Laboratory Experiment / Practical Titles /Tutorial Titles	Number of hrs.	Relevant COs
1	LLO 1.1 Draw the communication cycle using real-life examples and explain the process of communication.	*Communication Process and Cycle	2	CO1
2	LLO 2.1 Undertake the Roleplay / Group discussion to illustrate types/barriers to communication.	Role plays and Group Discussion	2	CO1
3	LLO 3.1 Listen to audio in the language lab and make notes of it.	*Active Listening	2	CO2
4	LLO 4.1 Give a presentation / Seminar using the 7 C's of Communication.	*Presentations / Seminars	2	CO1
5	LLO 5.1 Explain the types of note-taking with examples and make notes on any one topic related to your curriculum.	*Note taking & Note Making	2	CO2
6	LLO 6.1 Prepare agenda for meeting and draft minutes of the meeting.	*Agenda and Minutes of the Meeting	2	CO3
7	LLO 7.1 Draft circulars for the given situation.	*Office Drafting	2	CO3
8	LLO 8.1 Respond to job advertisements referring to newspapers, and LinkedIn. Write a cover letter with a resume /CV.	*Job Application with Resume / CV	2	CO4
9	LLO 9.1: Write Four (formal) E-mails using ethics and etiquette.	*E-Mail writing.	2	CO4
10	LLO 10.1: Write a detailed report on the Accident/ Investigation.	*Technical Report writing	2	CO5
11	LLO 11.1: Prepare a case study related to linguistic barriers: language pronunciation, punctuation, and technical jargon and suggest remedies for the same.	*Barriers to Communication	2	CO1

Sr. No	Practical/Tutorial/Laboratory Learning Outcome (LLO)	Laboratory Experiment / Practical Titles /Tutorial Titles	Number of hrs.	Relevant COs
12	LLO 12.1: draft complaint/enquiry letter for various situations.	Complaint and Enquiry letter	2	CO4
13	LLO 13.1: List psychological barriers to communication. LLO 13.2 Prepare case studies on any two psychological barriers and suggest remedies to overcome the barriers.	Psychological barriers to Communication.	2	CO1
14	LLO 14.1 - Draw a flow chart and mind mapping for any topic related to the curriculum.	*Listening Skills.	2	CO2
15	LLO 15.1 - Face mock interview arranged by your teacher.	*Job Application, Resume / CV & Interview.	2	CO4

Note:
- "*" marked practicals are compulsory for coverage of all course outcomes.
- The remaining practicals are recommended to provide enhanced skills/abilities.
- Any **12** assignments out of **15** are compulsory

Note:
Only one micro-project is planned to be undertaken by a student that needs to be assigned to him/her at the beginning of the semester. She/he ought to submit it by the end of the semester to develop the industry-oriented COs. Each micro-project should encompass two or more COs. The micro-project could be industry application-based, internet-based, workshop-based, laboratory-based or field-based. Each student will have to maintain a dated work diary consisting of individual contributions to the project work and give a seminar presentation of it before submission. The total duration of the micro-project should not be less than 15 (fifteen) student engagement hours during the course. In the first four semesters, the micro-project could be group-based. However, in higher semesters, it should be individually undertaken to build up the skill and confidence in every student to become a problem solver so that s/he contributes to the projects of the industry. A suggestive list is given here. Similar micro-projects could be added by the concerned faculty.

VI.   SUGGESTED MICRO PROJECT/ASSIGNMENT/ACTIVITIES FOR SPECIFIC LEARNING/SKILLS DEVELOPMENT (SELF-LEARNING)

Micro project

- Conduct an interview of any person and follow the procedure (interview questions, photo with the interviewee etc.)
- Listening and Speaking are lifelong learnings. Explain with appropriate examples and real-life case studies.
- Collect (four to five) emails with technical jargon, and barriers, make required corrections and keep a record of both the emails (original and Corrected one)
- Prepare a case study on Technological barriers to communication
- Complete any one certification course of (Two Weeks duration) from (MOOC/ NPTEL/ Coursera/ any other source)related to Communication Skills / Personality Development.
- Prepare a report on aspects of body language.

VII. LABORATORY EQUIPMENT/INSTRUMENTS/TOOLS/SOFTWARE REQUIRED:

Sr.No	Equipment Name with Broad Specifications	Relevant LLO Number
1	Language Lab with software with internet facility.	All
2	LCD Projector	All
3	Smart Board with networking.	All
4	Printer.	All

VIII. SUGGESTED FOR WEIGHTAGE TO LEARNING EFFORTS & ASSESSMENT PURPOSE

(Specification Table):

N.A.

IX. ASSESSMENT METHODOLOGIES/TOOLS:

Formative assessment (Assessment for Learning)	Summative Assessment (Assessment of Learning)
1. Term Work (FA-PR) 2. Micro-project.	1. Practical Exam of **25** marks using language lab. (SA-PR)

X. SUGGESTED COs- POs MATRIX FORM:

Course Outcomes (COs)	Programme Outcomes(POs)							ProgrammeSpecific Outcomes *(PSOs)		
	PO-1 Basic and Discipline-Specific Knowledge	PO-2 Problem Analysis	PO-3 Design/ Development of Solutions	PO-4 Engineering Tools	PO-5 Engineering Practices for Society, Sustainability and Environment	PO-6 Project Management	PO-7 Life Long Learning	PSO-1	PSO-2	PSO-3
CO1	-		-	-	-					
CO2	-	-	-	-	-	-	1	-	-	-
CO3	-	-	-	-	-	-	1	-	-	-
CO4	-		-	-	-	-	1	-	-	-
CO5	-		-	-	-	-	1	-	-	-

Legends:- High:03, Medium:02, Low:01, No Mapping: -
*PSOs are to be formulated at the institute level.
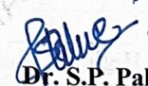
XI.SUGGESTED LEARNING MATERIALS/BOOKS

Sr.No	Author	Title	Publisher with ISBN Number
1	M Ashraf Rizvi	Effective Communication Skills	Tata McGraw-Hill Publication-ISBN 0070599521, 9780070599529
2	Sanjay Kumar and Pushp Lata	Communication Skills	Oxford University Press ISBN 9780199457069
3	MSBTE Textbook	Communication Skills	MSBTE
4	Robert King	Effective communication Skills	Audio Book -ISBN 978181667009742
5	N P Sudharshana, C Savitha	English for Technical Communication	Cambridge-ISBN 978-13-16640-08-1
6	C. Murlikrishna, Sunita Mishra	Communication Skills for Engineers	Pearson - ISBN 978-81-317-3384-4
7	Meenakshi Raman, Sangeeta Sharma	Technical Communication, Principles and Practice	Oxford University Press -ISBN 978-1316640-08-1
8	K. K. Sinha	Business Communication	Galgotiya Publishing company, New Delhi ISBN 9789356227064
9	Rajendra Pal, J.S. Korlahalli	Essentials of Business Communication	Sultan Chand & Sons, New Delhi ISBN 9788180547294

XIII. LEARNING WEBSITES & PORTALS

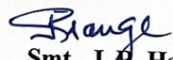| Sr.No	Link / Portal	Description
1	https://www.britishcouncil.in	conversations
2	https://www.coursera.org	certification courses
3	https://www.udemy.com	Communication skills training courses
4	http://www.makeuseof.com	Dale Carnegie's free resources

Name & Signature:

Mr. V.V. Kulkarni
Lecturer in English

Dr. S.P. Palve
Lecturer in English

(Course Experts)

Name & Signature:

Smt . J. B. Hange
(Programme Head)

Name & Signature:

Shri. S.B. Kulkarni
(CDC In-charge)