

GOVERNMENT POLYTECHNIC, PUNE
(An Autonomous Institute of Govt. of Maharashtra)

Programme	:	Diploma in ET/CE/EE//ME/MT/CM/IT/DDGM
Programme Code	:	01/02/03/04/05/06/07/08/21/22/23/24/26/16/17
Name of Course	:	Communication Skill
Course Code	:	HU182

Teaching Scheme:

	Hours/Week	Total Hours
Theory	02	32
Practical	02	32

Evaluation Scheme:

	Progressive Assessment	Semester End Examination			
		Theory	Practical	Oral	Term Work
Duration	One Class Tests of 60 Minutes and an Oral	03 Hrs.	--	--	--
Marks	20	80	--	25	--

Course 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 Objective:

After studying this course, the student will be able to

- Understand and use the basic concept of communication and principles of effective communication in an organized set up and social context.
- Give a positive feedback in various situations to use appropriate body language & to avoid barrier for effective communication.
- Write the various types of letters and office drafting with the appropriate format.
- Communicate with the Industry Professionals.

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Course Content:

Chapter No.	Name of Topic/Subtopic	Hrs	Marks
1	Basic Concepts And Principles Of Communication		
	1. The Communication Event 1 The Communication event : Definition The elements of communication: The sender, receiver, message, channel, feedback	12	24
	1. The communication Process 2 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.		
	1. Principles of Effective communication 3 Effective Communication : definition Communication Barriers and how to overcome them at each stage of communication process. Developing effective message: Thinking about purpose, knowing the audience, structuring the message, selecting proper channels, minimizing barriers and facilitating feedback.		
2	Organizational Communication		
	2. What is an organization? Goal. 1 Patterns of communication : Upward, Downward, Horizontal and Grapevine	04	12
3	Non-verbal Communication		
	3. 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.	06	12
4	Business Correspondence and Office Drafting		
	4. Business Correspondence : 1 Letter of Enquiry, Order letter, Complaint Letter.	10	32
	4. Office Drafting : 2 Circular, Notice and Memo		
	4. Job Application with Resume. 3		
	Total	32	80

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List of Practicals/Experiments/Assignments:

Sr. No.	Name of Practical/Experiment/Assignment	Hrs.
1	Self Introduction	02
2	Elocution	04
3	Extempore	04
4	Mock Interview	04
5	Debate	02
6	Variety Application/Reports	02
7	Writing Paragraphs on Technical Subjects	02
8	Business letter	02
9	Individual/Group Presentation on identified topics	02
10	Group discussion	02
11	Role play	06
	Total	32

Reference Books:

Sr. No.	Author	Title	Publication
1	MSBTE	Communication skills	MSBTE
2	Joyeeta Bhattacharya	Communication skills	Macmillan Co.
3	Sarah Freeman	Written communication in English	Orient Longman Ltd.
4	Krishna Mohan and Meera Banerji	Developing Communication skills	Macmillan India Ltd.

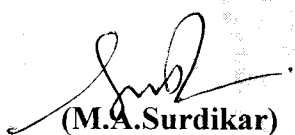


Learning Resources: Books, Audio - Visual aids

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Specification Table:

Sr. No.	Topic	Cognitive Levels			Total
		Knowledge	Comprehension	Application	
1	Basic Concepts and Principles of communication	08	08	08	24
2	Organizational communication	04	04	04	12
3	Non Verbal communication	---	---	12	12
4	Business Correspondence and Office Drafting	---	---	32	32
	Total	12	12	56	80

Prepared by:

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