



SILVER OAK UNIVERSITY

Computer Application

Integrated M.Sc(IT)

Subject Name: Communication Skills

Subject Code:

Semester: I

Prerequisite: Zeal to learn the subject

Objective: Development of verbal and written communication skills. Development of skills for interviews, group communication, and effective presentation. Learning techniques for effective reading, technical writing, etc.

Teaching and Examination Scheme:

Teaching Scheme			Credits C	Evaluation Scheme				Total Marks
L	T	P		Internal		External		
				Th	Pr	Th	Pr	
3	0	0	3	40	-	60	-	100

Content:

Unit No.	Course Contents	Teaching Hours	Weightage %
I	Basics of Communication: Definition and Process of Communication, Kinesics, Paralinguistics, Proxemics, Chronemics	05	15
II	Basics of Technical Communication : Importance of Communication, Cross- Cultural Communication, Language, Communicative Skills, Effective Communication, Modes of Communication, Objectives and Characteristics of Technical Communication, Process of Communication, Levels of Communication, Flow of Communication, Communication Networks, Visual Aids in Technical Communication	10	20
III	Effective Speaking and Conversation: Introduction, Paralinguistic Features, Barriers to Speaking, Types of Speaking, Persuasive Speaking, Public Speaking, Conversations, Telephonic Conversations and Etiquette, Dialogue Writing	8	15
IV	Effective Presentation Strategies, Interviews and Group Communication: Introduction, Planning, Outlining and Structuring, Nuances of	12	30

	Delivery, Controlling Nervousness and Stage Fright, Visual Aids in Presentations, Objectives of Interviews, Types of Interviews, Job Interviews, Media Interviews, Press Conferences, Forms of Group Communication, Use of Body Language, Discussions, Group Discussions, Organizational GD, GD as Part of Selection Process, Meetings, Conferences, Symposia and Seminars, Negotiations		
V	Technical Writing, Words, Phrases, and Sentences: Introduction, Audience Recognition/Analysis, Language, Elements of Style, Techniques for Good Technical Writing, Referencing and Styling, Right Words and Phrases, Sentences	10	20

Course Outcome:

Sr. No.	CO statement	Unit No
CO-1	Define and discuss dynamics of Verbal and Non Verbal aspects of Communication	1
CO-2	Define and discuss basics of technical communication	2
CO-3	Communicate in effective way and able to learn different types of conversations	3
CO-4	Explain Effective Presentation Strategies, Interviews and Group Communication	4
CO-5	Write various formal documents of technical and professional communication	5

Books Recommended:-

- Meenakshi Raman & Sangeeta Sharma, “Technical Communication – Principles and Practice”, 2nd Edition, Oxford University Press, 2011.
- Herta A Murphy, Herbert W. Hilderbrandt, Jane P Thomas, “Effective Business Communication” 7th Edition, Tata McGraw Hill Publication
- Hedwig Lewis, “Body Language”, Response Books
- Ashraf Rizvi, “Effective Technical Communication”, TMGH Publication
- Huckins Thomas, “Technical Writing and Professional Communication”, McGraw Hill Publication
- Wren & Martin, “High School English Grammar and Composition”on