

DEPARTMENT OF HUMANITIES & SOCIAL SCIENCES

B. Tech (Open Elective Course)

Course Title: Professional Communication Skills in English

Course Category: OE
Course Code: HSOE 303
Credits: 3 (L-2, P-1)
Semester: 5th

Internal: 50 Marks
Theory: 50 Marks
Total: 100 Marks
Time: 3hrs

Course Objectives

1. To develop communication skills to cater to the demands of an organization; with a focus on professional writing skills including technical reports, business proposals, research reports etc.
2. To build confidence in speaking English with correct pronunciation while facing interviews, attending meetings or delivering presentations.
3. To develop sound vocabulary in English with a focus on conciseness, clarity and usage of accurate expressions in writing.

Instructions for Examiner: The number of questions to be set will be five, one from each unit. The examinees will be required to attempt all five questions. All questions shall carry equal marks.

Unit I Introduction to Communication Skills

Introduction to communication, meaning, definition, forms and channels, theories in communication and the common barriers to effective communication.

Unit II Soft Skills and Personality Development

Introduction to personality: definition and basics of personality, analyzing strength and weaknesses, corporate theories on personality development, techniques in developing personality with emphasis on communication skills and other soft skills like building self-esteem, leadership, resilience and self-confidence, ethics and values etc.

Unit III Speaking Skills for Professional Excellence

Standard and formal speech: Activities like Group discussion, oral presentations, public speaking, business presentations will be included. Conversation practice, role playing and mock interviews will be conducted.

Unit IV Grammar and Punctuation

Parts of speech, tenses, subject verb, active passive, interjections, capitalization etc. Use of comma, period, exclamation marks, ellipsis, question mark, colon, semi-colon, quotation marks, apostrophe etc. Common errors and acceptable forms of English language.

Course Outcome

At the end of this course, the students will be able to communicate effectively with an increase in their confidence to read, write and speak English effortlessly. They will also demonstrate a significant increase in utilization of the learnt skills including good communication skills to cater to the demands of an organization.

Suggested Readings

Koneru, Aruna. *Professional Speaking Skills*. Oxford University Press: Delhi, 2015.

Pfeiffer. *Technical Communication: A Practical Approach*, Pearson education, 2007.

Raymond, Greenlaw. *Technical Writing, Presentation Skills, and Online Communication: Professional Tools and Insights*.

Sharma, R. C. and Krishna Mohan. *Business Correspondence and Report Writing*. McGraw Hill, Delhi, 2011.