

Devi Ahilya University, Indore, India Institute of Engineering & Technology				II Year B.E. (Electronics and Instrumentation Engg.)			
Subject Code & Name	Instructions Hours per Week			Credits			
3SERS3 EFFECTIVE COMMUNICATION SKILLS	L	T	P	L	T	P	Total
	Duration of Theory Paper: 3 Hours	2	0	0	2	0	0

Learning Objectives:

To develop effective communication skills in engineers for expressing the technical ideas and for discussing the technical issues with confidence.

Pre requisites: Technical English

COURSE CONTENTS

UNIT-I

Fundamentals of Communication: The Importance of Communication; the Basic forms of Communication; The Process of Communication; Types of Communication; Art of Communication.

UNIT-II

Inter-personal skills: Building Positive Relationships; Giving Praise; Dealing with Criticism; Managing Conflicts .; Telephone speaking skills and Cross-cultural communication skills

UNIT-III

Fundamentals of public Speaking- Speeches on topics of current concern ,listening- The importance of listening; Barriers to Effective Listening; Approaches to Listening; How to be a Better Listener; What speakers can do to ensure better listening.

UNIT-IV

Interviews: Points to be remembered as an interviewer or an interviewee; commonly asked Questions; Types of interviews; Do's and Don'ts.

UNIT-V

Making Presentations: Speech Purpose- General and Specific; Methods of Speaking; Analyzing the Audience; Nonverbal Dimensions of Presentation, Group Discussions: Importance; Process; Points to be kept in mind while participating; Do's and don'ts.

Note: There shall be seminars and practice sessions by students.

Learning Outcomes:

Upon Completing the Course, Student will able to:

- Enhance the competency for Group discussion and Personal interviews.
- Prepare for GRE, GATE, and TOEFL etc.
- Develop their syntax, vocabulary and expression power.
- Comprehension power will increase by WPM (words per minute)

BOOKS RECOMMENDED:

[1] P D Chaturvedi, P.D. & M Chaturvedi, “*Business Communication: Concepts, Cases and Applications*”, Pearson Education, Singapore Pvt. Ltd, 2004.

[2] ICMR, “*Business Communication*”, Feb 2001.

[3] J Davies, “*Communication Skills: A Guide for Engineering and Applied Science Students, 2/e*” Pearson Education, 2006.

[4] Lecture material given by the course teacher.