

COURSE TITLE : COMMUNICATION SKILLS
 COURSE CODE : 6G302

Diploma Programme in which this course is offered	Semester in which offered
All Branches of Diploma in Engineering and Technology	Second Semester

1. RATIONALE

Proficiency in communication skills is one of the prime needs of diploma engineer/ technician who has to communicate all the time with peers, superiors, subordinates and clients in his professional life. The need of acquiring effective communication skills is more essential. As the world is shrinking into a global village with the new technologies, technically sound diploma holders may be a quality human resource, if their communicative abilities are shaped properly. Therefore, this course is designed to develop the ability of students to stand as a skilled and effective communicator with employability skills.

2. COMPETENCY

At the end of studying this course students will be able to

“Communicate effectively at workplaces.”

3. TEACHING AND EXAMINATION SCHEME

Teaching Scheme (In Hours)	Total Credits (L+T+F)	Examination Scheme					TOTAL MARKS	
		Theory Marks		Practical Marks		TOTAL MARKS		
L	T	P	C	ESE	PT		ESE(OR)	PA
1	0	2	3	-	-	25	50@	75
Exam Duration		-	-	-	-	-	-	-

(*) Out of 50 marks, 10 marks -micro-project assessment; 40 marks-progressive assessments

Legends: L-Lecture; T – Tutorial/Teacher Guided Theory Practice; P -Practical; C – Credit, ESE -End Semester Examination; PA - Progressive Test; OR-Oral examination

4. COURSE OUTCOMES

- Express new ideas effectively.
- Select suitable type of communication in different situations.
- Avoid communication barriers for effective communication.
- Use appropriate body language to communicate effectively.
- Formulate various ways to face interview effectively.
- Draft different types of business letters, notices, memoranda and E-mails using correct formats.



5. COURSE DETAILS

Unit	Major Learning Outcomes (in cognitive domain)	Topics and Sub-topics
UNIT-I Introduction to communication	1a. Describe significance of Communication. 1b. Describe the elements of communication. 1c. Explain the cycle & process of communication. 1d. Identify the various communication situations.	1.1. Definition, importance 1.2. Communication cycle / process 1.3. Elements of Communication
UNIT-II Types of communication	2a. Identify the types of communication. 2b. Explain the types of communication.	2.1. Verbal-nonverbal , formal-informal, upward-downward, horizontal-diagonal communication
UNIT -III Principles of effective communication	3a. Explain the principles of communication. 3b. Illustrate principles of effective communication. 3c. Describe communication barriers. 3d. Identify the types of communication barriers. 3e. Select ways to overcome communication barriers.	3.1. Effective Communication 3.2. Barriers to communication & ways to overcome them
UNIT-IV Non -Verbal Communication	4a. Understanding non-verbal communication. 4b. Know the uses of body language. 4c. Uses of pictorial representations.	4.1. Non-verbal codes 4.2. Aspects of body language 4.3. Pictorial representation
UNIT -V Interview Techniques	5a. Listening & comprehending the passage. 5b. Having presence of mind. 5c. Managing stress. 5d. Facing viva.	5.1. Listening skills 5.2. Stress management 5.3. Facing oral communication
UNIT-VI Formal Written Skills	6a. Correct format with correct language. 6b. Identify the types of letters. 6c. Applying different techniques of drafting reports.	6.1. Business Letters: Enquiry, Order, Complaint, Adjustment, Seeking Permission etc. 6.2 Report writing.



	barriers for effective communication.																			
CO4	Use appropriate body language to communicate effectively	-	-	1	-	2	2	2	3	3	3	-	-	-	-	-	-	-	-	-
CO5	Formulate various ways to face interview effectively.	-	-	2	-	3	2	2	3	3	3	-	-	-	-	-	-	-	-	-
CO6	Draft different types of business letters, notices, memoranda and E-mails using correct formats.	-	-	1	-	1	-	-	1	1	1	-	-	-	-	-	-	-	-	-

Sr. No	Name of the faculty member	Designation and Institute
1	Mrs. P.Y. Kamble	Lecturer in English, Government Polytechnic, Aurangabad
2	Mrs. M.S. Ban	Lecturer in English, Government Polytechnic, Aurangabad
3	Mr. P.V. Deshmukh	Lecturer in English, Government Polytechnic, Aurangabad
4	Mr. R.L. Korde	Lecturer in English, Government Polytechnic, Aurangabad
5	Mr. D.D. Gangthade	Lecturer in English, Government Polytechnic, Aurangabad
6	Mr. A.P. Jagtap	Lecturer in English, Government Polytechnic, Osmanabad

Member Secretary PBOS

Chairman PBOS

Co-coordinator
science and Humanities



6. SUGGESTED SPECIFICATION TABLE WITH HOURS AND MARKS (THEORY)

Unit No.	Unit Title	Teaching Hours	Distribution of Theory Marks			Total Marks
			R Level	U Level	A Level	
I	Introduction to Communication	03	NA	NA	NA	NA
II	Types of communication	02	NA	NA	NA	NA
III	Principles of Effective Communication	03	NA	NA	NA	NA
IV	Non-verbal communication	03	NA	NA	NA	NA
V	Interview Techniques	02	NA	NA	NA	NA
VI	Formal written skills	03	NA	NA	NA	NA
Total		16	NA	NA	NA	NA

Legends: R = Remembrance; U = Understanding; A = Application and above levels (Revised Bloom's taxonomy)

Note: This specification table shall be treated as a general guideline for students and teachers. The actual distribution of marks in the question paper may vary slightly from above table.

7. SUGGESTED EXERCISES/PRACTICALS

The tutorial/practical/exercises should be properly designed and implemented with an attempt to develop different types of cognitive and practical skills (Outcomes in cognitive, psycho-motor and affective domain) so that students are able to acquire the competencies.

S. No.	Unit No.	Practical Exercises (Outcomes in Psychomotor Domain)	Approx. Hrs. required
1	I	Identify the elements of communication cycle with two suitable examples.	02
	II	Identify the types of communication with two suitable examples.	02
2	II	Deliver a prepared speech.	02
	II	Deliver an extempore speech.	02
3	III	Present a role-play in a group.	02
	III	Present a role-play individually.	02
4	III	Present a group discussion on current issues and summarize it.	02
	III	Present a debate on a given topic.	02
5	II&IV	Prepare a power point presentation on any one technical topic.	02
	II&IV	Prepare a power point presentation on any	02

one non-technical topic.			
6	III	Demonstrate any assigned activity using appropriate body language.	02
	III	Demonstrate any self activity using appropriate body language.	02
7	III	Self introduction for an interview.	02
	III	Face a mock-interview.	02
8	IV	Write a job application letter in an appropriate format.	02
	IV	Draft a report on a given topic.	02
Total			32

8. SUGGESTED STUDENT ACTIVITIES

Following is the list of proposed student activities:

- List the different communication situations.
- Use audio visual aids to learn different skills in communication.
- Conversations –formal/informal.
- Read newspaper.
- Collect different audio clips.
- SWOT analysis.
- Deliver welcome/farewell speeches in various programmes.
- Use of graphics in technical writings.
- Interviewing common people.
- Debating practices.
- Summarizing discussions.
- Practicing interviews

9. SPECIAL INSTRUCTIONAL STRATEGIES (if any)

- Arrange various debate/elocution competitions to develop spoken communication skills.
- Show audio/video clips to develop listening skills.
- Collect various pictures/charts to demonstrate body language.
- Prepare and give oral presentations.
- Guide micro-projects in groups as well as individually.

10. SUGGESTED TITLES OF MICRO PROJECTS

A *micro-project* is planned to be undertaken by a student. He/she ought to submit it by the end of the semester to develop the industry oriented COs. The micro-project could be industry application-based, internet-based, workshop-based, laboratory-based or field-based. Each student will have to maintain dated work diary consisting of individual contribution in the project work and give a seminar presentation of it before submission. A suggestive list is given here. Similar micro-projects could be added by the concerned faculty:

- Find out five communication events from day to day life and explain them in the form of communication process.
- Find out various reasons of communication gap in certain official situations.
- Identify various types of communication situations in student's life.

- Study various barriers occurring in communication among diploma students.
- Find out the remedies to overcome psychological barriers in communication.
- Collect different types of letters and analyze the language and format used in it.
- Prepare a review on the listened story/news/discussion/meeting.

11. SUGGESTED LEARNING RESOURCES

Sr.No.	Title of Book	Author	Publication
1.	Business Communication	R.C.Bhatiya	Ane Books India, New Delhi.
2.	Developing Communication Skills	Krishna Mohan& Meera Banerjee	Macmillan
3.	Power Point Presentation	Adam B Cooper	Macmillan
4.	Group Discussions & Interviews	Dr.B.R.Kishor& D. S.Paul	Vee Kumar
5.	Body Language	Allan Pease	Sheldon Press, London.

12. Major Equipment/ Instrument with Broad Specifications

Sr.No.	Name of the Equipment	Specification
1	Digital English Language Laboratory	
2	Computers and Headphones	
3	Magazines,Articles, Journals in Lab.	

13. E-learning resources

(Please mention complete URL of the E-resources CO wise)

1	https://www.nptel.ac.in/courses
2	https://www.k12reader.com
3	https://www.education.com
4	https://www.k5learning.com
5	https://www.english4u.com

POs and PSOs assignment and its strength of assignment with each CO of the Course -

CO. NO.	Course Outcome	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3
CO1	Develop the habit to express new ideas properly.	1	1	3	-	1	-	-	-	1	1	-	-	-
CO2	Select correct type of communication in different situations.	-	-	1	-	1	-	1	1	1	1	-	-	-
CO3	Avoid communication	-	-	2	-	2	2	2	2	2	2	-	-	-

