

Semester -I
Course: B.Sc. (Hons) IT
Paper Code: BSIT-101
Nomenclature: Communication Skills (English)

Max. Marks: 40+10*
Time: 3hrs.

Unit I

Communication:- Meaning, need, objectives, significance, elements essential for effective communication, barriers to communication. Channels of communication: Formal, Informal, downward, upward, horizontal, internal, external, Seminar, Group Discussion, Interview, Meetings, Conference.

Unit II

Types of Communication:-

1. Verbal
 - (a) Oral – Face to face conversation, speech, telephonic, video, radio, Television, Voice over internet.
 - (b) Written – email, letter, report, memo, circulars, minutes.
2. Non Verbal
 - (a) Appearance (Speaker & Surrounding) – Clothing, hairstyle, neatness, use of cosmetics, room size, lighting, decoration, furnishing.
 - (b) Body language – facial expressions, gestures, postures.
 - (c) Sounds – Voice tone, volume, speech rate.

Unit III

Writing skills – I

Official Letters: Meaning of official correspondence, distinction between official and business correspondence, essential of good draft, classification of official correspondence, Memorandum, Endorsement.

Unit IV

Writing skills – II

Telegram, Notifications, communiqués, employee manuals, fax, Resume, Resume Writing.

Reference Books:

1. Super text book on English Language, communication skills by Jindal Gautam and Siken Sharma.
2. Basic Communication Skills for Technology, by Rutherford & J. Andrea.
3. Handbook of Practical Communication Skills, by Wright & Chrissie.
4. Communication Skills and Functional Grammar, by Sadhna Gupta.

Note:

1. Syllabus in each Theory Paper is divided in 4 units.
 - I. A Student is required to attempt 5 questions in all.
 - II. Question No 1 is compulsory, consisting of short answer type questions based on all the 4 units.
 - III. Two questions will be set from each unit. A student is required to attempt one question from each unit.