

2.1 COMMUNICATION SKILLS – II

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3 - 2

RATIONALE

Interpersonal communication is a natural and necessary part of organizational life. Yet, communicating effectively can be challenging because of our inherent nature to assume, overreact to and misperceive what actually is happening. Poor communication or lack of communication is often cited as the cause of conflict and poor teamwork. In today's team-oriented workplace, managing communication and developing strategies for creating shared meaning are crucial to achieve results and create successful organizations. The goal of the Communicating Skills course is to produce civic-minded, competent communicators. To that end, students must demonstrate oral as well as written communication proficiency. These include organizational and interpersonal communication, public address and performance. The objectives of this subject are understanding how communication works, gaining active listening and responding skills, understanding the importance of body language, acquiring different strategies of reading texts and increasing confidence by providing opportunities for oral and written expressions

DETAILED CONTENTS

Section A

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| 1. | Grammar and Usage | (15 Hrs) |
| 1.1 | Prepositions | |
| 1.2 | Pronouns | |
| 1.3 | Determiners | |
| 1.4 | Conjunctions | |
| 1.5 | Question and Question Tag | |
| 1.6 | Tenses (Simple Present, Simple Past) | |

Section B

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| 2. | Reading Skills | (15 Hrs) |
| | Unseen comprehension passages (at least 5 passages). | |
| 3. | Writing Skills | (18 Hrs) |
| 3.1 | Writing Notice | |
| 3.2 | Writing Circular | |
| 3.3 | Writing a Memo | |
| 3.4 | Agenda for a Meeting | |
| 3.5 | Minutes of the Meeting | |

- 3.6 Telephonic Messages
- 3.7 Paragraph writing:
Simple and Current Topics should be covered.

LIST OF PRACTICALS

(Note: The following contents are only for practice. They should not be included in the final theory examination)

- 1. Listening Comprehension
 - 1.1 Locating Main Ideas in a Listening Excerpt
 - 1.2 Note-taking
- 2. Developing Oral Communication Skills
 - 2.1 Offering-Responding to Offers
 - 2.2 Requesting-Responding to Requests
 - 2.3 Congratulating
 - 2.4 Expressing Sympathy and Condolences
 - 2.5 Expressing Disappointments
 - 2.6 Asking Questions-Polite Responses
 - 2.7 Apologizing, Forgiving
 - 2.8 Complaining
 - 2.9 Persuading
 - 2.10 Warning
 - 2.11 Asking for and Giving Information
 - 2.12 Giving Instructions
 - 2.13 Getting and Giving Permission
 - 2.14 Asking For and Giving Opinions

INSTRUCTIONAL STRATEGY

Looking into the present day needs of effective communication in every field, it is imperative to develop necessary competencies in students by giving practical tips and emphasis on grammar, vocabulary and its usage in addition to practical exercises. The teacher should give report writing assignments, projects etc. while teaching this subject.

LIST OF RECOMMENDED BOOKS

1. Communicating Effectively in English, Book-I by Revathi Srinivas; Abhishek Publications, Chandigarh.
2. High School English Grammar and Composition by Wren & Martin; S. Chand & Company Ltd., Delhi.
3. Communication Techniques and Skills by R. K. Chadha; Dhanpat Rai Publications, New Delhi.

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	15	30
2	15	35
3	18	35
Total	48	100