

**Effective from AY: 2021- 2022**

**Course Code: EMS 001 Title of the Course: Communication Skills Number of Credits: 2**

<b><u>Prerequisites for the course:</u></b>	Nil	
<b><u>Objective:</u></b>	The participant will understand the role of business communication in improving effectiveness	
<b><u>Content:</u></b>	Role of Communication in Business and Professional Excellence in the Workplace; Basics of effective Communication; Process for Effective communication;	6 hours
	Interpersonal and group communication. Oral Communication; Process; Importance of Feedback and Controlling Noise; Public Speaking and Oral Reporting; Presentation Skills	8 hours
	Fundamentals of Report Writing- Report structure; Shorter and Long formal Reports; Use of Graphics; Creativity in Writing	6 hours
	Techniques of cross-cultural communication; Correctness of Communication; Use of Technology in Communication	4 hours
<b><u>Pedagogy:</u></b>	Lectures/ tutorials/laboratory work/ field work/ outreach activities/ project work/ vocational training/viva/ seminars/ term papers/assignments/ presentations/ self-study/ Case Studies etc. or a combination of some of these. Sessions shall be interactive in nature to enable peer group learning.	
<b><u>References/Readings</u></b>	<ol style="list-style-type: none"> <li>1. Lesikar R V &amp; Flatley M E; 'Basic Business Communication – Skills for Empowering the Internet Generation'; Tata McGraw–Hill, Inc, Latest edition.</li> <li>2. Quintanilla KM &amp; Wahl ST, 'Business and Professional Communication – Keys for Workplace Excellence'; Sage South Asia Edition; Latest edition.</li> </ol>	
<b><u>Learning Outcomes</u></b>	<ol style="list-style-type: none"> <li>1. An ability to write better business communication</li> <li>2. An ability to speak better in formal communication settings</li> </ol>	