

COURSE INFORMATION SHEET

Course code: HS 24 131
Course title: Communication Skills I
Pre-requisite(s): Nil
Co- requisite(s): Nil
Credits: L: 0 T:0 P: 3
Contact Hours: 35-40
Class schedule per week: 1
Class: UG/PG
Semester: I, II
Branch: UG/PG

Course Objective

Objective-1	To demonstrate the ability to listen to and comprehend complex speech in English, listen to explanations, descriptions, messages, news stories, opinions, solutions, etc.
Objective-2	To demonstrate the ability to speak effectively in English with peers, teachers and others, handle the various speaking situations in their academic and social sphere with confidence.
Objective-3	To demonstrate the ability to read and analyse functional texts confidently; apply critical thinking, analysis and problem-solving skills to the reading material.
Objective-4	To demonstrate the ability to write messages, personal accounts, critical reviews, short biographies, describe processes, write persuasive essays, etc.
Objective-5	To demonstrate a strong hold on functional grammar which helps them avoid common communication errors.

Course Outcomes

	Modules
CO-1	Communicate confidently in English with their peers and teachers in the immediate environment and with colleagues, clients, etc., in their future workplaces.
CO-2	Apply their learning of English to domain subjects and make presentations, posters, write research papers, lab reports, etc, with confidence.
CO-3	Handle communicative situations confidently in their academic life, such as conversations, discussions, interviews, presentations, seminars, webinars, etc.
CO-4	Prepare for their future workplaces and their requirements, such as handling team huddles, meetings, phone calls, client visits, field visits, inspections, etc.
CO-5	Apply critical thinking abilities to analyse problems, brainstorm solutions, handle situations that require persuasive skills, etc.

SYLLABUS

Module	Contents	BL
1	<p>Effective Listening: The importance of listening: Listening for descriptions of people; listening for opinions; listening for complaints; Listening to people making, accepting, and declining requests; Listening to news stories; listening to messages and a podcast; Process of Listening, Types of Listening, Barriers to Effective Listening, Listening at different managerial levels.</p> <p>Listening for information about living abroad; listening to opinions; Listening to complaints; Listening to environmental problems; listening for solutions; Listening to descriptions of important events; listening to regrets and explanations; Listening to explanations; listening for the best solution; Listening to past obstacles and how they were overcome; listening for people's goals for the future.</p>	1,2
2	<p>Speaking with Confidence: Describing personalities; expressing likes and dislikes; agreeing and disagreeing; complaining; Talking about possible careers; describing jobs; deciding between two jobs; Making direct and indirect</p>	2,3

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	<p>requests; accepting and declining requests; Narrating a story; describing events and experiences in the past; Talking about travelling abroad; expressing emotions; describing cultural expectations; giving advice; Describing problems; making complaints; explaining something that needs to be done.</p> <p>Identifying and describing problems; coming up with solutions; Asking about preferences; discussing different skills to be learned; talking about learning methods; talking about life skills; asking for and giving advice or suggestions; talking about things to be accomplished in the future; Describing milestones; describing turning points; describing regrets and hypothetical situations; Describing qualities for success; giving reasons for success; interviewing for a job; talking about ads and slogans; Drawing conclusions; offering explanations; Giving opinions for and against controversial topics; offering a different opinion; agreeing and disagreeing.</p>	
3	<p>Art of Reading: Reading about unusual social networking sites; Reading about different types of workplaces; Reading about talking to friends about difficult topics; Types of Reading, Methods of Reading, Reading Comprehension.</p> <p>Reading about the reliability of online content; Reading about a problem with a ride-sharing service; Reading about a creative solution to a problem; Reading about different studying styles; Reading about young scientist; Reading about futurists and their predictions for the year 2050; Reading about a conflict and advice on how to fix it; Reading about advertisements; Reading about unexplained events; Reading about a job role; Reading about plagiarism in the digital age.</p>	4
4	<p>Writing Skills: Writing a description of a good friend; Writing about two career choices; Writing a message with requests; Writing a personal account; Writing a pamphlet for tourists; Writing a critical online review; Writing a post on a community website; Writing about a skill; Writing a message of advice; Writing a biography; Writing a message of apology; Writing a TV or web commercial; Writing about a process; Writing a persuasive essay; Writing a personal statement for an application.</p>	4,5
5	<p>Advanced Writing Skills: Art of condensation: Précis writing, Summary Abstract, Synopsis, Paraphrasing; Paragraph writing; Essay writing: Writing a persuasive essay; Writing a biography; Writing about a process; Writing a personal statement for an application; Writing a critical online review; Writing about a complicated situation; Report writing; Writing technical proposals.</p>	4,5

Textbooks

1	<i>Interchange 5 edition Level 3</i> , Jack C. Richards, Jonathan Hull, Susan Proctor, Cambridge University Press. Components: Student's Book with online self-study (print/online bundle) CEFR level: B1
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Reference Books

1	Communication Skills (2015) II nd edition, Sanjay Kumar & Pushp Lata, Oxford University Press
2	Business Correspondence and Report Writing, (2020) VI th edition, R.C. Sharma, Krishna Mohan, Virendra Singh Nirban, McGraw Hill
3	Communication for Business, (2010) IV th edition, Shirley Taylor, V. Chandra, Pearson
4	Basic Business Communication-(2004). Lesikar I Flatley, McGraw Hill
5	Business Communication Today, (2017), Bovee, Thill and Chatterjee, Pearson

Direct Assessment

Tools	% Contribution of Assessment
End Semester Evaluation	100