

Communication & Presentation skills				
CLASS S.E (INFORMATION TECHNOLOGY)				
SEMESTER III				
HOURS PER WEEK	LECTURES	:	02	
	TUTORIALS	:	02	
	PRACTICALS	:	--	
			HOURS	MARKS
EVALUATION SYSTEM:	THEORY		--	--
	PRACTICAL		--	--
	ORAL		--	
	TERM WORK		25	

1.	<p>Communication in a business organization:</p> <p>Internal and external communication, Types of meetings, strategies for conducting successful business meetings, documentation (notice, agenda, minutes, resolution) of meetings. Introduction to modern communication techniques.</p> <p>(e-mail, internet, video-conferencing, etc.) Legal and ethical issues in communication (Intellectual property rights: patents, TRIPS, Geographical indications).</p>
2	<p>Advanced technical writing:</p> <p>Report writing: Definition and importance of reports, qualities of reports, language and style in reports, types of reports, formats (letter, memo, project-reports). Methods of compiling data for preparing report.</p> <p>A computer-aided presentation of a technical project report based on survey-based or reference based topic. The topics are to be assigned to a group of 8-10 students. The written report should not exceed 20 printed pages.</p> <p>Technical paper-writing, Writing business proposals.</p>
3	<p>Interpersonal skills:</p> <p>Introduction to emotional intelligence, motivation, Negotiation and conflict resolution, Assertiveness, team-building, decision-making, time-management, persuasion</p>

4	<p>Presentation skills:</p> <p>Elements of an effective presentation, Structure of a presentation, Presentation tools, Audience analysis, Language: Articulation, Good pronunciation, Voice quality, Modulation, Accent and Intonation.</p>
5	<p>Career skills:</p> <p>Preparing resumes and cover letters. Types of Resumes, Interview techniques: Preparing for job interviews, facing an interview, verbal and non-verbal communication during interviews, observation sessions and role-play techniques to be used to demonstrate interview strategies (mock interviews).</p>
6	<p>Group discussion:</p> <p>group discussions as part of selection process. Structure of a group discussion, Dynamics of group behavior, techniques for effective participation, Team work and use of body language.</p>

Term work: Part-I (25 Marks): Assignments;

2 assignments on communication topics

3 assignments on report-writing

3 assignments on interpersonal skills

2 assignments on career skills

At least one class test (written)

Distribution of term work marks will be as follows:

Assignments : 10 marks

Written test : 10 marks

Attendance (Theory and Practical) : 05 marks

Term work: Part-II (25 Marks): Presentation;

Distribution of term work marks will be as follows:

Project report presentation : 15 marks

Group discussion : 10 marks

The final certification and acceptance of term-work ensures the satisfactory performance of laboratory work and minimum passing in the term-work.

Books recommended:

1. Fred Luthans: Organizational behavior, McGraw Hill
2. Lesikar and Petit, Report writing for business, Tata McGraw Hill
3. Huckin & Olsen, Technical writing and professional communication, McGraw Hill
4. Wallace & Masters, Personal development for Life & work, Thomson Learning.
5. Heta Murphy, Effective Business Communication, McGraw Hill
6. Raman and Sharma, Report writing.

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