

<b>Programme Name/s</b>	: Architecture Assistantship/ Automobile Engineering./ Artificial Intelligence/ Agricultural Engineering/ Artificial Intelligence and Machine Learning/ Automation and Robotics/ Architecture/ Cloud Computing and Big Data/ Civil Engineering/ Chemical Engineering/ Computer Technology/ Computer Engineering/ Civil & Rural Engineering/ Construction Technology/ Computer Science & Engineering/ Fashion & Clothing Technology/ Dress Designing & Garment Manufacturing/ Digital Electronics/ Data Sciences/ Electrical Engineering/ Electronics & Tele-communication Engg./ Electrical Power System/ Electronics & Communication Engg./ Electronics Engineering/ Food Technology/ Computer Hardware & Maintenance/ Instrumentation & Control/ Industrial Electronics/ Information Technology/ Computer Science & Information Technology/ Instrumentation/ Interior Design & Decoration/ Interior Design/ Civil & Environmental Engineering/ Mechanical Engineering/ Mechatronics/ Medical Laboratory Technology/ Medical Electronics/ Production Engineering/ Printing Technology/ Polymer Technology/ Surface Coating Technology/ Textile Technology/ Electronics & Computer Engg./ Travel and Tourism/ Textile Manufactures
<b>Programme Code</b>	: AA/ AE/ AI/ AL/ AN/ AO/ AT/ BD/ CE/ CH/ CM/ CO/ CR/ CS/ CW/ DC/ DD/ DE/ DS/ EE/ EJ/ EP/ ET/ EX/ FC/ HA/ IC/ IE/ IF/ IH/ IS/ IX/ IZ/ LE/ ME/ MK/ ML/ MU/ PG/ PN/ PO/ SC/ TC/ TE/ TR/ TX
<b>Semester</b>	: Second
<b>Course Title</b>	: PROFESSIONAL COMMUNICATION
<b>Course Code</b>	: 312002

## I. RATIONALE

Communication is key to smooth and efficient functioning of any industry or business . Professional communication is the need of every organization to maintain ethics, quality and standards. The efficacy of business communication skills are essential for engineering professionals to instruct, guide and motivate peers/ subordinates to achieve desired goals at work place. Thus, this course has been designed to enhance the professional communication skills for effective presentation both in written and oral forms at workplace.’

## II. INDUSTRY / EMPLOYER EXPECTED OUTCOME

- Communicate effectively at workplace.

## III. COURSE LEVEL LEARNING OUTCOMES (COS)

Students will be able to achieve & demonstrate the following COs on completion of course based learning

- CO1 - Communicate effectively (oral & Written) in various formal and informal situations minimizing the barriers.
- CO2 - Develop listening skills through active listening and note taking.
- CO3 - Write circulars, notices and minutes of the meeting.
- CO4 - Draft enquiry letter, complaint letter , Job application with resume / CV, Compose effective E mails .
- CO5 - Write Industrial reports.

**IV. TEACHING-LEARNING & ASSESSMENT SCHEME**

Course Code	Course Title	Abbr	Course Category/s	Learning Scheme					Credits	Paper Duration	Assessment Scheme										Total Marks
				Actual Contact Hrs./Week			SLH	NLH			Theory	Based on LL & TL				Based on SL					
				CL	TL	LL						Practical				SLA					
							FA-TH	SA-TH			Total		FA-PR		SA-PR		Max	Min			
312002	PROFESSIONAL COMMUNICATION	PCO	SEC	-	-	2	-	2	1	-	-	-	-	25	10	25@	10	-	-	50	

**Total IKS Hrs for Sem. : 0 Hrs**

Abbreviations: CL- ClassRoom Learning , TL- Tutorial Learning, LL-Laboratory Learning, SLH-Self Learning Hours, NLH-Notional Learning Hours, FA - Formative Assessment, SA -Summative assessment, IKS - Indian Knowledge System, SLA - Self Learning Assessment

Legends: @ Internal Assessment, # External Assessment, \*# On Line Examination , @\$ Internal Online Examination  
 Note :

1. FA-TH represents average of two class tests of 30 marks each conducted during the semester.
2. If candidate is not securing minimum passing marks in FA-PR of any course then the candidate shall be declared as "Detained" in that semester.
3. If candidate is not securing minimum passing marks in SLA of any course then the candidate shall be declared as fail and will have to repeat and resubmit SLA work.
4. Notional Learning hours for the semester are (CL+LL+TL+SL)hrs.\* 15 Weeks
5. 1 credit is equivalent to 30 Notional hrs.
6. \* Self learning hours shall not be reflected in the Time Table.
7. \* Self learning includes micro project / assignment / other activities.

**V. THEORY LEARNING OUTCOMES AND ALIGNED COURSE CONTENT**

Sr.No	Theory Learning Outcomes (TLO's)aligned to CO's.	Learning content mapped with Theory Learning Outcomes (TLO's) and CO's.	Suggested Learning Pedagogies.
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Sr.No	Theory Learning Outcomes (TLO's) aligned to CO's.	Learning content mapped with Theory Learning Outcomes (TLO's) and CO's.	Suggested Learning Pedagogies.
1	<p>TLO 1.1 Describe the importance of professional communication in given situations</p> <p>TLO 1.2 Identify the types of communication barriers in given situations and suggestive remedies</p> <p>TLO 1.3 Use different types of verbal and non-verbal communication for the given situation</p>	<p><b>Unit - I Professional Communication : An Overview</b></p> <p>1.1 Definition of professional communication- Importance, relevance, Elements and process of communication</p> <p>1.2 7 C's of Professional Communication (Clarity, Conciseness, correctness, coherent, concrete, courteous &amp; Complete)</p> <p>1.3 Types –Verbal (Oral-Written), Formal, Informal (Grapevine), Vertical</p> <p>1.4 Barriers to communication</p> <p>1.5 Types of barriers (Linguistic, Psychological, Technological )</p>	<p>Language lab</p> <p>Role plays</p> <p>Chalk board</p> <p>Reference books</p> <p>Case studies</p>
2	<p>TLO 2.1 Identify the difference between listening and hearing</p> <p>TLO 2.2 Differentiate the types of listening in various situations</p> <p>TLO 2.3 Take notes during lectures, seminars . Make use of types of note taking and note making for different subjects / topics</p>	<p><b>Unit - II Listening &amp; Note Taking</b></p> <p>2.1 Difference between listening &amp; Hearing</p> <p>2.2 Types of listening a)Active listening b)Passive listening c)Selective listening</p> <p>2.3 Techniques of Note taking , Types of note taking (Outline notes, Mind Mapping, Flowcharts )</p>	<p>Language Lab</p> <p>Classroom learning</p> <p>NPTEL</p> <p>Role Play</p>
3	<p>TLO 3.1 Prepare notices / agenda for the given type of meeting / information</p> <p>TLO 3.2 Prepare minutes of meeting/s</p> <p>TLO 3.3 Draft a circular for a particular information/ event</p>	<p><b>Unit - III Office Drafting</b></p> <p>3.1 Format of Notice</p> <p>3.2 Drafting Agenda</p> <p>3.3 Preparing Minutes of meeting</p> <p>3.4 Format of Circular</p>	<p>white board</p> <p>Language Lab</p> <p>Reference books</p> <p>Classroom learning</p>
4	<p>TLO 4.1 Compose cover letter and CV / Resume for jobs</p> <p>TLO 4.2 Apply E mail Etiquettes for professional purposes</p> <p>TLO 4.3 Compose E- mails for different official purposes</p>	<p><b>Unit - IV Writing Skills for Professional Communication</b></p> <p>4.1 Job Application with Resume / CV</p> <p>4.2 E-Mail Etiquettes</p> <p>4.3 Writing official E Mails to communicate intended purposes</p> <p>4.4 Drafting Enquiry letter and Complaint letter</p>	<p>Language lab</p> <p>Classroom learning</p> <p>NPTEL</p> <p>Reference books</p>
5	<p>TLO 5.1 Compose technical reports</p> <p>TLO 5.2 Draft accident / Investigation/ progress reports</p>	<p><b>Unit - V Report Writing</b></p> <p>5.1 Introduction to report writing</p> <p>5.2 Accident Report</p> <p>5.3 Investigation Report</p> <p>5.4 Progress Report</p>	<p>Chalk and talk</p> <p>Language Lab</p> <p>Collaborative learning</p> <p>Classroom learning</p>

## VI. LABORATORY LEARNING OUTCOME AND ALIGNED PRACTICAL / TUTORIAL EXPERIENCES.

Practical / Tutorial / Laboratory Learning Outcome (LLO)	Sr No	Laboratory Experiment / Practical Titles / Tutorial Titles	Number of hrs.	Relevant COs
LLO 1.1 * Draw communication cycle using real life examples and explain process of communication.	1	Communication Process and Cycle	2	CO1
LLO 2.1 Undertake the Role play / Group discussion to illustrate types / barriers to communication	2	Role plays and Group Discussion	2	CO1
LLO 3.1 * Listen to audios in the language lab and make notes of it.	3	Active Listening	2	CO2
LLO 4.1 * Give a presentation / Seminar using 7 C's of Communication.	4	Presentations / Seminars	2	CO1
LLO 5.1 * Explain the types of note taking with examples and make notes on any one topic related to your curriculum.	5	Note taking & Note Making	2	CO2
LLO 6.1 * Prepare agenda for meeting and draft minutes of the meeting.	6	Agenda and Minutes of the meeting	2	CO3
LLO 7.1 * Draft circulars for the given situation .	7	Office Drafting	2	CO3
LLO 8.1 * Respond to job advertisements referring newspapers, LinkedIn. Write cover letter with resume /CV.	8	Job Application with Resume / CV	2	CO4
LLO 9.1 * Write Four ( formal) E-mails using ethics and etiquette.	9	E- Mail writing	2	CO4
LLO 10.1 * Write a detailed report on Accident/ Progress/ Investigation .	10	Technical Report writing	2	CO5
LLO 11.1 * Prepare a case study related to linguistic barriers : language ,pronunciation, punctuation, technical jargon and suggest remedies for the same.	11	Barriers to Communication	2	CO1
LLO 12.1 draft complaint / enquiry letter for various situations	12	Complaint and Enquiry letter	2	CO4
LLO 13.1 List psychological barriers to communication LLO 13.2 Prepare case studies on any two psychological barriers and suggest remedies to overcome the barriers	13	Psychological barriers to Communication	2	CO1
LLO 14.1 * Draw flow chart and mind mapping for any topic related to the curriculum.	14	Listening Skills	2	CO2
LLO 15.1 * Face mock interview arranged by your teacher.	15	Job Application , Resume / CV & Interview	2	CO4

**Note : out of above suggestive LLOs -**

- Minimum 12 for 2 LL Hrs./Week or 24 for 4 LL hrs./Week are to be Performed.
- '\*' Marked Practicals (LLOs) Are mandatory
- Judicial mix of LLOs are to be performed to complete minimum requirement of 12 / 24 as applicable

**VII. SUGGESTED MICRO PROJECT / ASSIGNMENT/ ACTIVITIES FOR SPECIFIC LEARNING / SKILLS DEVELOPMENT (SELF LEARNING)**

**Micro project**

- Conduct an interview of any person and follow the procedure ( interview questions, photo with the interviewee etc.)
- Listening and Speaking are life long learnings . Explain with appropriate examples and real life case studies.
- Collect (four to five) emails with technical jargons, barriers, make required corrections and keep a record of both the mails (original and Corrected one)
- Complete any one certification course of (Two Weeks duration) from (MOOC/ NPTEL/ Coursera/ any other source)related to Communication Skills / Personality Development.
- Prepare a report on aspects of body language
- Prepare a case study on Technological /Psychological barriers to communication

**Note :**

Only one micro-project is planned to be undertaken by a student that needs to be assigned to him/her in the beginning of the semester. S/he ought to submit it by the end of the semester to develop the industry oriented COs. Each micro-project should encompass two or more COs. The micro-project could be industry application based, internet-based, workshop-based, laboratory-based or field-based. Each student will have to maintain dated work diary consisting of individual contribution in the project work and give a seminar presentation of it before submission. The total duration of the micro-project should not be less than 15 (fifteen) student engagement hours during the course. In the first four semesters, the micro-project could be group-based. However, in higher semesters, it should be individually undertaken to build up the skill and confidence in every student to become problem solver so that s/he contributes to the projects of the industry. A suggestive list is given here. Similar micro-projects could be added by the concerned faculty.

**VIII. LABORATORY EQUIPMENT / INSTRUMENTS / TOOLS / SOFTWARE REQUIRED**

Sr.No	Equipment Name with Broad Specifications	Relevant LLO Number
1	Language Lab with software and internet facility	All
2	LCD Projector	All
3	Smart Board with networking	All
4	Printer	All

**IX. SUGGESTED WEIGHTAGE TO LEARNING EFFORTS & ASSESSMENT PURPOSE (Specification Table) : NOT APPLICABLE****X. ASSESSMENT METHODOLOGIES/TOOLS****Formative assessment (Assessment for Learning)**

- Term Work, Micro Project

**Summative Assessment (Assessment of Learning)**

- Practical Exam of 25 marks using language lab

**XI. SUGGESTED COS - POS MATRIX FORM**

Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes* (PSOs)		
	PO-1 Basic and Discipline Specific Knowledge	PO-2 Problem Analysis	PO-3 Design/ Development of Solutions	PO-4 Engineering Tools	PO-5 Engineering Practices for Society, Sustainability and Environment	PO-6 Project Management	PO-7 Life Long Learning	PSO-1	PSO-2	PSO-3
CO1	1	1	1		1	3	1			
CO2	1	1				3	1			
CO3	1					3	1			
CO4		1				3	1			
CO5		1	1			3	1			

Legends :- High:03, Medium:02,Low:01, No Mapping: -

\*PSOs are to be formulated at institute level

## XII. SUGGESTED LEARNING MATERIALS / BOOKS

Sr.No	Author	Title	Publisher with ISBN Number
1	M Ashraf Rizvi	Effective Communication Skills	Tata McGraw-Hill Publication-ISBN 0070599521, 9780070599529
2	Sanjay Kumar and Pushp Lata	Communication Skills	Oxford University Press ISBN 9780199457069
3	MSBTE Textbook	Communication Skills	MSBTE
4	Robert King	Effective communication Skills	Audio Book -ISBN 978181667009742
5	N P Sudharshana , C Savitha	English for Technical Communication	Cambridge-ISBN 978-13-16640-08-1
6	C. Murlikrishna , Sunita Mishra	Communication Skills for Engineers	Pearson - ISBN 978-81-317-3384-4
7	Meenakshi Raman, Sangeeta Sharma	Technical Communication, Principles and Practice	Oxford University Press -ISBN 978-13-16640-08-1
8	K. K. Sinha	Business Communication	Galgotiya Publishing company, New Delhi - ISBN 9789356227064
9	Rajendra Pal, J.S. Korlahalli	Essentials of Business Communication	Sultan Chand & Sons, New Delhi ISBN 9788180547294

## XIII. LEARNING WEBSITES & PORTALS

Sr.No	Link / Portal	Description
1	<a href="https://www.britishcouncil.in">https://www.britishcouncil.in</a>	conversations
2	<a href="https://www.coursera.org">https://www.coursera.org</a>	certification courses
3	<a href="https://www.udemy.com">https://www.udemy.com</a>	Communication skills training courses

<b>Sr.No</b>	<b>Link / Portal</b>	<b>Description</b>
4	<a href="http://www.makeuseof.com">http://www.makeuseof.com</a>	Dale Carnegie's free resources

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**Semester - 2, K Scheme**