PROFESSIONAL COMMUNICATION

Course Code	19HS5601G	Year	III	Semester	II
Course Category	Open Elective	Branch	ME	Course Type	Theory
Credits	3	L-T-P	3-0-0	Prerequisites	NIL
Continuous Internal Evaluation	30	Semester End Evaluation	70	Total Marks	100

Course Outcomes	
Upon successful completion of the course, the student will be able to:	
CO1	Communicate proficiently in interviews and all social situations. (L2)
CO2	Demonstrate an ability to use effective verbal and non-verbal communication skills. (L3)
CO3	Use the formats, strategies and possible content of business communication at work place.(L3)
CO4	Prepare professional documents including web related(On-line) communication. (L4)
CO5	Analyze texts, diagrams and improve both reading and writing skills which would help in academics as well as professional career. (L4)

Contribution of Course Outcomes towards achievement of Program Outcomes & Strength of correlations (H-High3, M-Medium-2, L- Low-1)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2
CO1														
CO2									3	3		3		
CO3									3	3		3		
CO4									3	3		3		
CO5									3	3		3		

SYLLABUS		
UNIT NO.	CONTENT	Mapped CO
I	➢ Verbal communication – conciseness, clarity, correctness ➢ Non-verbal communication – body language ➢ Barriers to communication ➢ Reading Short Passages, News Articles, Technical Papers and Short Stories - Note making and note taking.	CO1, CO2, CO5
II	➢ Professional Letters – Purpose, Style and format. ➢ E- mail – format and etiquette. ➢ Presentation skills ➢ Group discussion	CO1, CO3, CO4
III	➢ Technical Report writing – Types: Business/Technical, Components, Style and Formats – Writing a Technical Proposal.	CO1, CO3, CO4

	➢ Administrative drafting and correspondence - Memos, Minutes and Web notes.	
IV	➢ Information transfer. ➢ Meeting skills ➢ Team dynamics	CO1,CO2, CO5
V	➢ Job application - Resume – Structure of Resume/CV – covering letter – writing SOPs. ➢ Interview Skills: types of interviews, successful interviews, interview etiquette, dress code, body language, telephone/online interviews, one-to-one interview & panel interview, FAQs related to job interviews, answering strategies.	CO1,CO2, CO4

LEARNING RESOURCES
Reference Books:
1. Basu B.N. Technical Writing, 2011 Kindle edition 2. C Muralikrishna & Sunitha Mishra, Communication Skills for Engineers, 2 nd edition, NY: Pearson, 2011. 3. Bailey, Stephen. *Academic writing: A handbook for international students*. Routledge, 2014. 4. Skillful Level 2 Reading & Writing Student's Book Pack (B1) Macmillan Educational.
e- Resources & other digital material:
1. https://www.britishcouncil.org/english 2 http://www.5minuteenglish.com/ 3. http://www.bbc.co.uk/learningenglish/ 4. http://www.better-english.com/ 5. http://www.nonstopenglish.com/ 6. https://www.usingenglish.com/comprehension/ 7. https://www.englishclub.com/reading/short-stories.htm 8. https://www.english-online.at/ 9. https://www.englishclub.com/ 10. http://www.world-english.org/   http://learnenglish.britishcouncil.org/ Online Dictionaries: Cambridge dictionary online; MacMillan dictionary;   Oxford learner's dictionaries