

Course Code:	017107391, 017027391, 017077391, 017087391, 017097391, 017107391	Teaching Scheme				
Course Name:	Effective Technical Communication	Lecture (L)	Tutorial (T)	Practical (P)	Credit	Total Hours
Category of Course:	Humanities and Social Sciences including Management Course (HSMC)	2	1	0	3	30
Prerequisite Course:	---					

Syllabus					
Unit No.	Topic	Prerequisite Topic	Successive Topic	Teaching Hours	
01	Dynamics of Communication				3 (10%)
	1.1 Importance of communication in organizations	---	---		
	1.2 Communication process	---	---		
	1.3 Barriers to communication	---	---		
	1.4 Levels of communication	---	---		
	1.5 Flow of communication in organizations	---	---		
02	Verbal and Non-verbal communication				3 (10%)
	2.1 Oral and written communication	---			
	2.2 Kinesics	---	Daily work-life conversations, Negotiation skills, Public speaking, Group communication, Interview skills (017107491- Unit- 5.1,5.2,6.1,6.2,6.3)		
	2.3 Paralinguistic features	---	Daily work-life conversations, Negotiation skills, Public speaking, Group communication, Interview skills (017107491- Unit- 5.1,5.2,6.1,6.2,6.3)		
	2.4 Proxemics	---	Daily work-life conversations, Negotiation skills, Public speaking, Group communication, Interview skills (017107491- Unit- 5.1,5.2,6.1,6.2,6.3)		

	2.5 Chronemics	---	Public speaking (017107491- Unit- 6.1)	
03	Interpersonal and Intercultural communication			1 (6%)
	3.1 Nuances of interpersonal communication	---	---	
	3.2 Difficult/unpleasant conversations in organizations	---	---	
	3.3 Assertive vs aggressive and submissive communication	---	---	
	3.4 Persuasive communication at workplace	---	---	
	3.5 Intercultural communication	---	---	
04	Listening skills			2 (8%)
	4.1 Listening and hearing	---	---	
	4.2 Types of listening	---	---	
	4.3 Traits of a good listener	---	Group communication (017107491- Unit- 6.2), Interview skills (017107491- Unit- 6.3)	
	4.4 Barriers to effective listening	---	---	
05	Technical communication-I			2 (8%)
	5.1 Daily work-life conversations - Making requests, giving instructions, asking for suggestions, permissions, etc.	Kinesics, Paralinguistics, Proxemics (017107491- Unit- 2.2,2.3,2.4)	---	
	5.2 Negotiation skills	Kinesics, Paralinguistics, Proxemics (017107491- Unit- 2.2,2.3,2.4)	---	
	5.3 Creative and critical thinking		---	
06	Technical communication-II			3 (10%)
	6.1 Public speaking	Kinesics, Paralinguistics, Proxemics (017107491- Unit- 2.2,2.3,2.4)	---	
	6.2 Group communication	Kinesics, Paralinguistics, Proxemics (017107491- Unit- 2.2,2.3,2.4)	---	
	6.3 Interview skills	Kinesics, Paralinguistics, Proxemics (017107491- Unit- 2.2,2.3,2.4)	---	
07	Presentation strategies			4 (12%)
	7.1 Defining purpose, analyzing audience and locale	---	---	
	7.2 Organizing content and preparing the outline	---	---	

	7.3 Delivery of speech	---	---	
	7.4 Effective use of visual aids	---	---	
	7.5 Non-verbal communication for effective presentation	---	---	
08	Business letters			4 (12%)
	8.1 Elements of Business letters	---	---	
	8.2 Formats	---	---	
	8.3 Types of Business letters	---	---	
09	Technical writing			4 (12%)
	9.1 Technical reports	---	---	
	9.2 Technical proposals	---	---	
	9.3 Technical descriptions	---	---	
	9.4 Resume writing	---	---	
	9.5 Agenda and minutes of meeting	---	---	
10	Business etiquettes			4 (12%)
	10.1 Telephonic etiquettes	---	---	
	10.2 Email-etiquettes	---	---	
	10.3 Etiquettes for foreign business trips and foreign visitor	---	---	
	10.4 Small talks and respecting privacy	---	---	
	10.5 Time- management	---	---	

**Proposed Theory + Practical Evaluation Scheme by Academicians
(% Weightage Category Wise and it's Marks Distribution)**

L : 2 T: 1 P: 0

Note : In Theory Group, Total 4 Test (T1+T2+T3+T4) will be conducted for each subject.

Each Test will be of 25 Marks.

Each Test Syllabus Weightage: Range should be 20% - 30%

Group (Theory or Practical)	Group (Theory or Practical) Credit	Total Subject Credit	Category	% Weightage	Marks Weightage
Theory	3	3	MCQ	50%	50
Theory			Theory Descriptive	50%	50
Theory			Formulas and Derivation	0	0
Theory			Numerical	0	0
Expected Theory %	100%		Calculated Theory %	100%	100
Practical	0		Individual Project	0%	0
Practical			Group Project	0%	0
Practical			Internal Practical Evaluation (IPE)	0%	0
Practical			Viva	0%	0
Practical			Seminar	0%	0

Expected Practical %	0%		Calculated Practical %	0%	0
Overall %	100%			100%	100

Course Outcome	
	<i>Upon completion of the course students will be able to</i>
1	Deduce and address communication barriers, present oral and written proficiency in diverse scenarios, master non-verbal aspects, and demonstrate excellence in interpersonal and intercultural communication within various professional contexts.
2	Demonstrate proficient listening and hearing skills, categorize types of listening, exhibit traits of a good listener, and judge barriers to effective listening, while also showcasing mastery in technical communication through daily work-life conversations, negotiation skills, and creative and critical thinking, and further excel in public speaking, group communication, and interview skills.
3	Design presentation strategies, including purpose definition, audience analysis, content organization, and effective delivery, along with adeptly composing business letters, encompassing elements, formats, and types.
4	Interpret proficiency in technical writing through the creation of technical reports, proposals, descriptions, resumes, agenda, and meeting minutes, while also showcasing expertise in business etiquettes, encompassing telephonic and email etiquettes, foreign business trip and visitor etiquettes, small talk, and effective time management.
Suggested Reference Books	
1	Technical Communications by Meenaxi Raman and Sangeeta Sharma, Oxford University Press
2	Communication Skills, Sanjay Kumar and PushpLata, Oxford University Press.
3	Ramesh and Ramesh, The Ace of Soft Skills, Pearson

List of Open Source Software/Learning website	
1	https://nptel.ac.in/noc/courses/noc20/SEM2/noc20-hs71/
2	https://www.coursera.org/specializations/effective-business-communication
3	https://www.coursera.org/specializations/improve-english
4	https://www.coursera.org/specializations/business-english