

LOK JAGRUTI UNIVERSITY (LJU)
INSTITUTE OF ENGINEERING & TECHNOLOGY

Department of Engineering (All Branch)

Bachelor of Engineering (B.E.) – Semester – III

Course Code:	017107391, 017027391, 017077391, 017087391, 017097391, 017017391	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, Proxemics (017107491- Unit- 2.2,2.3,2.4)	Paralinguistics, (017107491- Unit- 2.2,2.3,2.4)	---	
	5.2 Negotiation skills	Kinesics, Proxemics (017107491- Unit- 2.2,2.3,2.4)	Paralinguistics, (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, Proxemics (017107491- Unit- 2.2,2.3,2.4)	Paralinguistics, (017107491- Unit- 2.2,2.3,2.4)	---	
	6.2 Group communication	Kinesics, Proxemics (017107491- Unit- 2.2,2.3,2.4)	Paralinguistics, (017107491- Unit- 2.2,2.3,2.4)	---	
	6.3 Interview skills	Kinesics, Proxemics (017107491- Unit- 2.2,2.3,2.4)	Paralinguistics, (017107491- Unit- 2.2,2.3,2.4)	---	
07	Presentation strategies				4

	7.1 Defining purpose, analyzing audience and locale	---	---	(12%)
	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

1	Improve communication by understanding its process and basics, removing barriers, and enhancing non-verbal cues like body language and paralinguistics.
2	Improve their listening skills. Develop the skills for effective presentation, group discussions, negotiation and interviews.
3	Develop their technical writing skills for reports, proposals, business letters, emails and technical descriptions.
4	Apply etiquettes required in the professional life.

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