



Gyanmanjari
Innovative University

Course Syllabus
Gyanmanjari Science College
Semester-3 (B.Sc)

Subject: Communication Skills-II (BSCXX13207)

Type of course: AEC (Ability Enhancement Course)

Prerequisite: NA

Rationale:

Communication skills serve as the bedrock of successful interactions, whether in personal relationships or professional environments. These skills facilitate clear understanding, fostering trust and cohesion among individuals. In the workplace, adept communication promotes collaboration, problem-solving, and effective decision-making.

Teaching and Examination Scheme:

Teaching Scheme			Credits	Examination Marks			Total Marks
CI	T	P	C	SEE	CCE		
					MSE	ALA	
2	0	0	2	50	20	30	100

Legends: CI-Classroom Instructions; T – Tutorial; P - Practical; C – Credit; SEE - Semester End Evaluation; MSE- Mid Semester Examination; V – Viva; CCE-Continuous and Comprehensive Evaluation; ALA- Active Learning Activities.

2 Credits * 25 Marks = 50 Marks (each credit carries 25 Marks)

SEE 50 Marks will be converted in to 25 Marks

CCE 50 Marks will be converted in to 25 Marks

It is compulsory to pass in each individual component.



Course Content:

Sr. No	Course content	Hrs.	% Weightage
1	Communication skills in everyday life: Introduction, Natural Communication, reading to action, Listen, tips make for outstanding listener, Interrupting Other People, kick the interruption habit, Cultural differences, Inclusive Communicator, vocabulary difference, Pronouns, Voice & Speaking Style.	08	25 %
2	Mastering Multilingual Communication: Expanding Horizons: Introduction, Learning Foreign Languages, doors to new cultures, Speaking a Foreign Language Fluently and Confidently, and cognitive skills, Benefits of Learning a Foreign Language, Embracing mistakes, cultural horizons, Careers and Foreign Language, Important Foreign Languages, Summary.	08	25 %
3	Telephone skills: Objectives, Introduction, cornerstone of effective business interaction, nuances of effective call handling, shaping perceptions and fostering positive interactions, How to Handle Telephone Calls, Telephone Etiquettes, best practices for initiating calls, all is paramount to delivering, Making Phone Calls, Taking Incoming Calls, Summary.	08	25 %
4	Basics of Official Correspondence: Objectives, Introduction, Characteristics of Business Correspondence, Advantages and Disadvantages of Business Correspondence, General Stages of Writing Process, Principles of Writing General and Official Correspondence, General Guidelines, Adapting to Legal Responsibilities, Summary	08	25 %



Continuous Assessment:

Sr. No	Active Learning Activities	Marks
1.	Telephone Conversation: Students have to make official call on topic given by Faculty with their friends regarding any current issue of Indian Society and record the discussion up to 2 minutes and upload the Video Voiceover on GMIU Web Portal.	10
2	Investigate the Career Opportunities: Students have to investigate the career opportunities and advantages of learning foreign language; They have to find out the names of Industries where Foreign Language skills are high in demand. At the end every finding and Advantages should be written on MS Word Document and Upload on GMIU Web Portal.	10
3	Professional Blogging: Students have to create a professional blog focused on topics related to Communication Skills. They have to write posts sharing insights, analyses, or best practices and share the link on GMIU Web Portal.	10
Total		30

Suggested Specification table with Marks (Theory): 50

Distribution of Theory Marks (Revised Bloom's Taxonomy)						
Level	Remembrance (R)	Understanding (U)	Application (A)	Analyze (N)	Evaluate (E)	Create (C)
Weightage	40%	30%	30%	00	00	00

Note: This specification table shall be treated as a general guideline for students and teachers. The actual distribution of marks in the question paper may vary slightly from above table.

Course Outcome:

After learning the course, the students should be able to:	
CO1	Use Effective Communication in everyday life for different tasks.
CO2	Master their multilingual conversation to expand horizon of learning.
CO3	Implement Telephone Etiquettes in their conversation over calls to behave more formally.
CO4	Expand their knowledge regarding Business Correspondence to use in future.



Instructional Method:

The course delivery method will depend upon the requirement of content and the needs of students. The teacher, in addition to conventional teaching methods by black board, may also use any tools such as demonstration, role play, Quiz, brainstorming, MOOCs etc.

From the content 10% topics are suggested for flipped mode instruction. Students will use supplementary resources such as online videos, NPTEL/SWAYAM videos, e-courses, Virtual Laboratory

The internal evaluation will be done on the basis of Active Learning Assignment

Practical/Viva examination will be conducted at the end of semester for evaluation of performance of students in the laboratory.

Reference Books:

- [1] "21 Days of Effective Communication by Ian Tuhovsky
- [2] "Communication and Skills Development" by Southeast Asia and Practical Learning
- [3] "Business Communication Essentials" by Courtland L. Bovee and John V. Thill

