

**Semester- II**

**Course Code- CSPD 201**

**Course Name- Technical Communication skills**

**Credit- 03**

**Maximum Marks- 60 (Skill Component) + 40 (End Term) = 100**

**Unit 1**

Introduction to Communication [Need for Effective Communication, The Process of Communication, Levels of communication, Flow of communication, Barriers to Communication]

**Unit 2**

Non-verbal Communication- Introduction and Importance [Issues and Types, Basics and Universals, Interpreting Non-Verbal Cues, Body Language- for Interviews, for Group Discussions]

**Unit 3**

Listening Skills [Listening as an active skill, Types of Listeners, listening for general content, Intensive Listening, Developing effective listening skills, Barriers to effective listening skills.]

**Unit 4**

Reading Skills [Reading skills- Previewing techniques, Skimming, Scanning, Identifying the topic sentence, inferring lexical and contextual meaning, sequencing of sentences, improving comprehension skills]

**Unit 5**

Writing Skills [Sentence formation, Use of appropriate diction, Paragraph and Essay Writing, tips and guidelines for writing, Technical Writing- Differences between technical and literary style, Elements of style, Common Errors]

**Unit 6**

Writing Proposals [Introduction, various business proposals, Importance of writing good proposals, Sample project Proposals]

**Unit 7**

Report Writing [Basics of Report Writing, Structure of a report, and Types of reports]

**Unit 8**

Letter Writing [Formal, informal and demi-official letters, business letters, Sample Letters. Job Application- Cover letter, Differences between bio-data, CV and Resume, Sample CV Bio-data and Resume]

**Unit 9**

Telephone and E-Mail Communication [Basic Telephone Skills, Advanced Telephone Skills, Essential Telephone Skills and tips, Basic e-mail Skills, Advanced e-mail Skills, Essential email Skills and tips, Etiquette for mobile and e-mailing]