

SARDAR PATEL UNIVERSITY
Programme: BCA
Semester: II
Syllabus with effect from: November/December-2011

Paper Code: US02FBCA01	Total Credit: 2
Title Of Paper: Communication Skills in English-II	

Unit	Description in detail	Weighting (%)
I	Oral Communication Skills Effective presentation skills: Preparation, Putting the message across, body language, proxemics and kinesics, dealing with nerves, using visual aids Language of Meetings and participating in a Seminar Telephone Techniques	25%
II	Job Skills Writing Job Application and CV Interviews Skills i.e. general preparation for an interview, types of questions generally asked in interviews, types of interviews, importance of nonverbal aspect. Self-development skills i.e. assertiveness, stress management, time management Interpersonal skills: team development Skills i.e. team talk dynamics, communication in teams, leadership skills, giving feedback, (Johari window etc.)	25%
III	Writing Skills Issues in writing Business Letters i.e. structure and types of business letters, letters of inquiry, complaint, adjustment and regret. Report Writing Skills i.e types of reports, characteristics of a good report, preparing and organizing a report and individual reports (a report about the need to computerize the activities of your department)	25%
IV	Individual Project Students should be made to work individually on detailed project. The topic for the project should be selected from the ones enlisted in syllabi of the first and second semesters.	25%

Basic Text & Reference Books :-

- Rajendra Pal and J S Korlahalli, Essentials of Business Communication, Sultan Chand & sons
- www.britishcouncil.com
- Chrissie Wright, Communication Skills, Jaico Publication
- Sunita Mishra and C.Murali Krishna, Communication Skills for Engineers, Pearson Education
- Meenakshi Raman & Sangita Sharma, Technical Communication; Principles and Practice , Oxford University Press
- On We Go, BBC's audio-visual course

