

**SARDAR PATEL UNIVERSITY**  
**Programme: MHRM**  
**Semester: II**  
**Syllabus with effect from: December 2015**

<b>Paper Code:</b> PA02CHRM11	<b>Total Credits: 3</b>
<b>Title Of Paper:</b> Communication Skills for Manager	

Unit	Description in detail	Weightage (%)
<b>1</b>	<b>INTRODUCTION:</b> Role of communication, defining and classifying communication, purpose of communication, process of communication, importance of communication in management, Communication and organization, Communication and manager, communication structure in organization &, 7 C's of communication.	<b>20 %</b>
<b>2</b>	<b>Barriers to Communication</b> Concept, Nature of Barriers, gateway in communication, How to overcome barriers?	<b>20 %</b>
<b>3</b>	<b>Being a good writer:</b> Managing Meetings: Agenda. Minutes, Effective Presentation Skills: Concept. Importance, Negotiation, Interview Techniques, Format of a Letter, Report writing, minutes and their process	<b>20 %</b>
<b>4</b>	<b>Writing: summaries, and abstracts and technical definitions:</b> Objectives, Introduction, Executive Summary, Abstract Summary, Technical Definitions, Definitions, Informal Definitions, Formal Definition, Extended Definitions	<b>20 %</b>
<b>5</b>	<b>Communication skills for managers:</b> Listening skills, Writing Skills, Telephone Skills, Career Skills, Soft Skills	<b>20 %</b>

**Basic Text & Reference Books:**

- Koneru Aruna, Professional Communication McGraw Hill Pub. 1998, New Delhi
- Murphy Herta, Herbert W Hilderbrandt, Jane P Thomas
- Effective Business Communication, 1997, McGraw Hill
- Petit Lesikkar, Business Communication, 1994, McGraw Hill
- Willey, Communication Skills Handbook, Summers Willey Pub. India
- Rai and Rai, Business Communication, 1999, Himalaya Publishing House, Mumbai.
- Sharma R C and Krishna Mohan, Business Correspondence and Report Writing, 1994, Tata McGraw Hill, Delhi.
- Hanegave Satyawani, Business Communication, 2008, Rishabh Publishing House, Mumbai.
- Messages: The Communication Skills Book Paperback – March 3, 2009 by Matthew McKay PhD (Author), Martha Davis PhD (Author), Patrick Fanning (Author)

