



SILVER OAK UNIVERSITY

College of Technology

Bachelor of Technology

Information Technology

Course Name: Professional Communication Skills

Course Code: 1010153184

Semester: 2nd

Prerequisite:

To learn English successfully, one should have basic literacy, motivation, access to learning resources, a dedicated study space, basic technological skills, awareness of your learning style, open-mindedness, cultural sensitivity, and clear learning goals.

Course Objectives:

1. The objective of the curriculum will be to assist students in refreshing their knowledge of the English language.
2. It will also target the understanding of grammar, focusing on comprehension, and developing reading, speaking, and writing skills.
3. This will be achieved through balanced and integrated tasks.

Teaching Scheme:

Teaching Scheme				
L	T	P	Contact Hours	Credit
1	0	2	3	2

Contents:

Unit	Topics	Teaching Hours	Weightage%
1	Professional Communication: An Introduction Fundamentals of Communication Skills Features of successful, professional Communication Purpose of professional Communication Barriers to Communication Communication Network in an organization	3	20
2	Listening and Reading Skills Reading Comprehension Introduction: Case Study (Topic: The attitude and professional success of Bill Gates) Process and Types of listening Different language variety and accent	5	40

3	Writing Skills Business Letters Report Writing E-mail Agenda of meeting, Minutes of meeting Resume writing	5	25
4	Speaking Skills Negotiation Skills Group discussion Presentation strategies	2	15

Course Outcomes:

Sr. No.	CO Statement	Unit
CO-1	List specific and measurable statements that define the knowledge and skills.	1
CO-2	Summarize various formal documents of technical and professional communication.	2
CO-3	Apply interpersonal communication theories to real life experiences.	3
CO-4	Demonstrate positive group communication network.	4

Teaching & Learning Methodology:

The various methods or tools are followed by the faculty members to teach the above subject are:

1. The course includes a variety of topics where students have an opportunity to build presentation strategies, technical Writing skills, technical Speaking skills, and technical Reading skills essential technical elements of Technical Communication Skills.
2. The students can develop Communication Skills by using Software which is available in the Language lab.
3. Lectures with a live practical example using Projector and Computer Experiments shall be performed in the laboratory related to course contents

List of Experiments:

Total Hours: 28

Sr. No.	Practical Name
1	Book Reviews
2	Movie Reviews
3	Presentations
4	Report writing
5	Group Discussion
6	Mock Interview
7	Conducting meeting and minutes of meeting
8	Case Study
9	Reading Comprehension

Major Equipment:

Language Lab

Books Recommended:

1. Raman and Sharma, "Technical Communications", OUP, New Delhi.
2. Lata and Kumar, "Communication Skills", OUP, New Delhi.
3. Mike Martin and Rol and Schinzing, "Ethics in Engineering", McGraw Hill, New York.
4. Sherfield, Montgomery and Moody, Cornerstone, "Developing Soft Skills", UP.

List of Open-Source Software/learning website:

1. <https://nptel.ac.in/>
2. <https://www.coursera.org/>

CO-PO-PSO Matrix:

Co. No.	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2
CO-1								1		3		3	1	3
CO-2								1		3		3	1	1
CO-3								2		3		3	1	1
CO-4								2		3		3	1	2