University of Kota, Kota

SEC: Communication Skills

Course Code*:* **Credits:02**

Course Objectives: To understand, learn and improve professional skills, and to represent yourself confidently

Learning outcomes : After the completion of the course the students will be able to adopt professional behaviour, and present oneself with finesse with standard workplace expectations

Examination Scheme: *For the session 2025- 26 examination of SEC will be of 50 marks. The pattern of examination for students should be single multiple choice based (OMR based) question paper of 1.1/2 hrs.*

UNIT I Communication basics
Communication - definition, nature and scope, importance and need of communication , process of communication, channels of communication, types of communication

UNIT II Barriers of communication
Communication barriers, how to overcome barriers, importance of listening skills, tips to become active listener, interpersonal communication, methods to improve interpersonal communication

UNIT III Non verbal communication
Non verbal communication, paralinguistic features, face to face communication, workplace etiquettes, telephone etiquettes

UNIT IV Language Skills
Phonetics, common errors in written and spoken language, one word substitution, Words often confused, synonyms, antonyms, one word substitution, reading comprehension,

UNIT V Writing skills
Job application, Resume building , report writing, mock interviews, interview skills, group discussion, presentation skills (PPT)

#SEC (Skill Enhancement Course)

Suggested Readings:

1. Communication Skills, Pushplata and Sanjay Kumar, Oxford University Press
2. Effective Business Communication, Rodriques M V., Concept Publishing Company
3. Power of Positive Thinking, Mile, D. J., Rohan Book Company,Delhi
4. Body Language, Smith B., Roshan Book Company, New Delhi
5. Business Communication and Report Writing, R.C. Sharma and Krishna Mohan, Tata Mcgraw-Hill Publishing Company
6. Writing with a Purpose, C. Tickoo and J. Sasikumar, OUP
7. A Textbook of English Phonetics for Indian Students – T. Balasubhramanian-
Macmillan Publications