

**0944 -DIPLOMA IN INFORMATION TECHNOLOGY &  
ENGINEERING  
SEMESTER -I  
094421 COMMUNICATION SKILLS - II**

**RATIONALE**

Language is the most commonly used and effective medium of self-expression in all spheres of human life – personal, social and professional. A student must have a fair knowledge of English language and be able to pursue the present course of study and handle the future jobs in industry. The objective of this course is to assist the diploma holders to acquire proficiency, both in spoken (oral) and written language. At the end of the course, the student will be able to develop comprehension, improve vocabulary, develop grammatical ability, enhance writing skills, correspond with others, enhance skills in spoken English.

**DETAILED CONTENTS**

**1. Prose Text Book**

The following six chapters of A Book of English for Polytechnics – Prose Selection, Published by MacMillan India Ltd., on behalf of Technical Teachers' Training Institute, Chandigarh

- a) Uncle Podger Hangs a Picture
- b) Subash Chandra Bose
- c) A Pair of Mustachios
- d) Guru Gobind Singh
- e) With The Photographer
- f) Sir Jagdish Chandra Bose

There will be one general question from one of these six chapters.

**2. Precise writing** (selected from the prescribed 6 chapters of Prose Text Book)

**3. Grammar**

Antonyms change of words into different parts of speech

**4. Correspondence**

- a) Business letters such as:
  - Registration as supplier
  - Floating quotations and tenders
  - Quarry for product specification, price and other details etc from a firm/Company
  - Covering letter for quoting prices against a quotation/tender
  - Placing supply order

**b) Personal letters such as:**

- Application for leave and extension of leave
- Application for seeking a job/employment
- Conveying congratulation messages to a relative/friend/colleague on different occasions
- Conveying condolence message to a relative/friend/colleague
- Request letter to guardian for sending money for excursion/study tour
- Letter to your brother/sister/friend describing your first day experience in the polytechnic

### **c) Official letters such as :**

- Letter to editor for placing an advertisement in the newspaper for purchase/selling of goods
- Letter to Municipal Commissioner for improving water supply/ sanitation system in your locality
- Letter to General Manager, Telephone Department for restoring a dead telephone/shifting a telephone
- Letter to State Electricity Board for repair of street lighting/ correction of bills etc.
- Letter to the supplier for rectifying or replacing a defective machinery/item of purchase
- Letter to Registrar, State Board of Technical Education for allowing to improve grades/marks in diploma examination

### **5. Report Writing**

- Drafting a technical report of a visit to a factory, construction site, modern office, etc.
- Report writing on current general themes/topics related to economy, industry, social issues
- Elements of periodical progress report

### **6. Inspection Note**

- Write an inspection note after inspecting technical/industrial goods
- Write an inspection note after visiting a construction site or production shop

### **7. Writing “Preface” and “acknowledgement” of a project report**

#### **8. A paragraph on current topics/themes**

- Technology
- Science
- Economy
- Politics
- Social
- General

### **9. Vocabulary**

- words, idioms, phrases, antonyms and synonyms
- Translation of 100 most popular administrative terms from English to Hindi and from Hindi to English

### **10. Drafting**

- Press notes
- Memos/circulars
- Notices (lost and found: obituary/auction, etc)
- Telegrams
- Press releases
- Agenda and minutes of the meeting
- Personal resume/curriculum vitae

### **11. Communication Techniques**

- Importance of communication
- Types of communication – verbal and non-verbal
- One way and two way communication
- Process of communication – horizontal, vertical, upward, downward
- Essentials of good communication

- Level of communication – inter and intra personal, group to person, group to group
- Methods of effective oral, written and non-verbal communication, Horizons – tone, frequency, rate, volume, depth
- Barrier to communication and over coming barriers
- Listening skill
- Use of audio visual aids for effective communication

## LIST OF PRACTICALS

1. Presentation of Technical Report, using Audio -visual aids
2. Preparation and Presentation on a Seminar of a given topic/theme using power-point
3. Telephonic conversation – Conveying and Receiving
4. Mock Exercises for an interview for a job/employment
5. Listening comprehension from a radio/cassette talk in English
6. Extempore speech
7. Oral presentation with stress on proper body language, voice modulation

**Note:** For reading comprehension, listening comprehension and effective speaking skills, English Language Laboratory Manual and Workbook published by State Board of Technical Education, Hyderabad (AP) may be used along with text book

## RECOMMENDED BOOKS

1. Essentials of Business Communication by Pal and Rorualling; Sultan Chand and Sons
2. The Essence of Effective Communication, Ludlow and Panthon; Prentice Hall of India
3. New Design English Grammar, Reading and Writing Skills by AL Kohli (Course A and course B), Kohli Publishers, 34 Industrial Area Phase-II, Chandigarh,
4. New Design English Reading and Advanced Writing Skills for Class XI and XII by MK Kohli  
and AL Kohli; Kohli Publishers, 34 Industrial Area Phase-II, Chandigarh,
5. A Practical English Grammar by Thomson and Marlinet
6. Spoken English by V Sasikumar and PV Dhamija; Tata McGraw Hill
7. English Conversation Practice by Grount Taylor; Tata McGraw Hill
8. Developing Communication Skills by Krishna Mohan and Meera Banerji; MacMillan India  
Ltd., Delhi
9. Business Correspondence and Report Writing by RC Sharma and Krishna Mohan; Tata McGraw Hill Publishing Company Ltd. New Delhi
10. Communication Skills by Ms. R Datta Roy and KK Dhir, Vishal Publication, Jalandhar