



JECRC Foundation



**JAIPUR ENGINEERING COLLEGE
AND RESEARCH CENTRE**

JAIPUR ENGINEERING COLLEGE AND RESEARCH CENTRE

Year & Sem –B. Tech I year, Sem.-I

Subject – Communication Skills

Unit – 1st

Presented by – Saroj Parihar

Designation - Assistant Professor

Department - English and Humanities

VISSION AND MISSION OF INSTITUTE

To become a renowned centre of outcome based learning, and work towards academic, professional, cultural and social enrichment of the lives of individuals and communities.

MISSION OF INSTITUTE

- ❖ **Focus on evaluation of learning outcomes and motivate students to inculcate research aptitude by project based learning.**
- ❖ **Identify, based on informed perception of Indian, regional and global needs, the areas of focus and provide platform to gain knowledge and solutions.**
- ❖ **Offer opportunities for interaction between academia and industry.**
- ❖ **Develop human potential to its fullest extent so that intellectually capable and imaginatively gifted leaders may emerge.**

COURSE OUTCOMES

Upon the successful completion of the course, the students will be:

CO-1.Able to express themselves better and use English for communicating in an effective manner both professionally and in real life situations .

CO-2-Able to write formal letters ,reports and proposals ,as well as speak fluently through correct usage of the various parts of speech.

CO-3.Able to get an exposure to the culture ,values, ethics and social norms reflected in the prose and poetry of authors from around the world and respond accordingly coupled with their imagination.

Lecture Plan (12 Week)

| S. No. | Unit Name | Topic | Lecture Required | Total Lectures | Proposed Date | Actual Date/Taken |
|--------|---------------|--|------------------|----------------|---------------|-------------------|
| 1. | Communication | Meaning, Importance and Cycle | 1 | 1 | | |
| | | Media and Types of Communication | 1 | 2 | | |
| | | Formal Channels | 1 | 3 | | |
| | | Informal Channels | 1 | 4 | | |
| | | Barriers to Communication | 1 | 5 | | |
| | | Overcoming Barriers | 1 | 6 | | |
| | | Division of Human Communication and Methods to Improve Interpersonal Communication | 1 | 7 | | |
| | | Qualities of Good Communication | 1 | 8 | | |
| | Revision | 1 | 9 | | | |

INTRODUCTION TO SYLLABUS

CONTENTS (TO BE COVERED)

Communication:

- Meaning, Importance and Cycle of Communication.
- Media and Types of Communication.
- Verbal and Non-Verbal Communication.
- Barriers to communication.
- Formal and Informal Channels of Communication (Corporate Communication).
- Divisions of Human Communication and Methods to improve Interpersonal Communication.
- Qualities of good communication.

QUALITIES OF GOOD COMMUNICATION

Completeness

- The information conveyed in the message should be complete for the communication to be effective.
- The sender must take into consideration the receiver's mind set and convey the message accordingly.
- Complete communication enhances the reputation of the organization.
- Complete information always gives additional information wherever required, it leaves no question in the minds of the receiver.
- Complete information helps in better decision making as it serves all the desired and crucial information.
- Complete information persuades the audience.

Conciseness

- Conciseness means communicating what you want to convey in least possible words.
- Conciseness is a necessity for effective communication.
- Concise communication provides short and essential message in limited words.
- Concise message is more appealing and comprehensive to the audience.
- Concise messages are non repetitive in nature.

Consideration

- Effective communication must take audience into consideration by knowing the viewpoints, back ground, mindset, educational level, etc.
- Consideration implies ‘stepping into the shoes of others’.
- Consideration ensures that the self respect of the audience is maintained and their emotions are not harmed.
- Consider the needs and requirements of the audience to achieve effective communication.

Clarity

- Clarity implies emphasizing on a specific goal or objective at a time, rather than trying to move away from track.
- Clarity helps to understand the message easily.
- Complete clarity of thoughts and ideas enhances the meaning of message.
- Clarity comes with the use of exact, appropriate and concrete words.

Concreteness

- Concrete communication implies being particular and clear rather being fuzzy and general.
- Concrete communication shows good level of confidence.
- Concrete information helps to strengthen the reputation of the organization.
- Concrete information cannot be misinterpreted.

Courtesy

- Courtesy means being polite, kind, judicious, enthusiastic and convincing.
- Courtesy is an important element of effective communication.
- Courtesy reflects the nature and character of the sender of the message.
- It is the same as give respect and then expect the same.
- Courtesy is not at all bias in nature.

Correctness

- Correctness in the communication implies that the correct information is conveyed through message.
- Correct communication boosts up the confidence level of the sender.
- Correct information has greater impact on the audience.
- Free from grammatical errors and use of appropriate and correct language.
- Correct information includes the precision and accurateness of facts and figures used in the message.

LECTURE CONTENTS WITH A BLEND OF NPTEL CONTENTS

- <https://nptel.ac.in/courses/109/104/109104031/>
- <https://www.youtube.com/watch?v=QSLIttMmaLk>
- https://www.youtube.com/watch?v=CQ6D_bxZyxg

References

- **Adler, R. B. & Rodman, G. 2006. *Understanding Human Communication*. 9th Ed. Oxford: Oxford University Press**
- **De Vito, J. A. 2014. *Human Communication. The Basic Course*. 12th Ed. Essex: Pearson**
- **Pearson et al., 2013. *Human Communication*. 6th Ed. Singapore: McGraw Hill**



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*Thank
you!*