

## CC : 101 : Communication Skill

**Theory : Credit : 4 (100%) Total Marks : 100**

<b>Unit</b>	<b>Topics Covered under unit</b>	<b>Wt.</b>
<b>I</b>	<b>Grammar:</b> Tense, Voice <b>Vocabulary:</b> Phrasal Verbs, Synonyms, Antonyms <b>Precise Writing/ Reading Comprehension</b>	<b>20%</b>
<b>II</b>	<b>Communication Theory - I:</b> Characteristics of Business Communication Importance of Business Communication	<b>20%</b>
<b>III</b>	<b>Communication Theory - II:</b> Types of Communication Obstacles of Communication	<b>20%</b>
<b>IV</b>	<b>Communication Theory - III:</b> Objectives of Communication (Personal, Professional & Social Life) Process of Communication	<b>20%</b>
<b>V</b>	<b>Business Communication - I:</b> Format and Layouts of business letters Letter writings for followings; Enquiries and Replies, Placing of orders, Execution of orders, denying of orders/ complains	<b>20%</b>

**Exam Pattern: External 70 + Internal 30 = 100**

### **Reference Books:**

1. Business Communication by M.K. Sehgal, Excel Books, New Delhi
2. Practice English Grammar By A. J. Thomson & A. V. Matrinet
3. Business Communication BY U. S. Rai & M. S. Rai, (Himalaya Publishing House, Bombay)
4. Business Communication- By R. K. Madhukar, (Vikas Publishing House pvt. Ltd., Noida)
5. Essentials of Business Communication, Rajendra Pal and J.S. Korlahalli, Sultan Chand and Sons, New Delhi