

Paper No: 305 (Communication Skills)

1. Main Objectives :

2. The Scheme of question paper:

- The paper will consist four units.
- Each Unit Should be given equal weight age in examination
- Total Marks are:**100**

70: External Examination

30: Internal Evaluation

10 Marks: Internal Examination.

10 Marks: Seminar, Presentation, Assignment.

10 Marks: Book Review Field Work, Quiz, and

Research Report.

Unit: 1 Definition:

- Communication: importance of Communication
- Types of communications: interpersonal and Intrapersonal communication
- Verbal and Non Verbal Communication
- Differential individual communication and Group Discussion

Unit: 2

- Transactional Analysis
- Roots of Transactional Analysis
- Early transactional analysis theory and model
- ego status
- Transactions
- Strokes
- Games people play
- Life Scripts and Early Decisions
- Existential Positions
- Application of this theory

Unit: 3

- Model of Communication
- Barriers to communication
- Communication and conflict management

Unit: 4

- Video clips on communication
- Project and Presentations

Social skills and conflict Management skills

- Component of social skills, effective ways of dealing with people
- Types of conflicts (interpersonal, intra group and inter group conflicts).
- Basic concepts. Cues, signals, symbols and secrets of body language
- Significance of body language in communication and assertiveness training
- Conflict stimulation and conflict resolution techniques for effective conflict management.

References:

1. Barker A – Improve your communication skills – Kogan Page India Pvt. Ltd, New Delhi (2006)
2. Aamodt, M (2004). Applied industrial organizational Psychology (4th Edition). Wadsworth Thomson Learning: Belmont, CA ISBN: 0534596932
3. Whetten, D. & Cameron, K. (2002). Developing Management Skills (5th Edition) Prentice Hall: Upper Saddle, NJ.
4. Block, Jack (2010). The five factor framing of personality and beyond: some ruminations. Psychological Inquiry, 21(1), 2-25.