

FR. Conceicao Rodrigues College Of Engineering

Father Agnel Ashram, Bandstand, Bandra-west, Mumbai-50

Department of Humanities & Sciences

F.E. (Information Technology) (semester II) (2018-2019)

Lesson Plan

Subject: Communication Skills- II (FEC206)

Credits-5

Course Code	Course Name	Teaching Scheme (Contact Hours)			Credits Assigned			
		Theory	Pract.	Tut.	Theory	TW/Pract	Tut.	Total
FEC206	Communication Skills	02	02	--	02	01	--	03

Course Code	Course Name	Examination Scheme								
		Theory				End Sem Exam	Term Work	Pract	Oral	Total
		Internal Assessment			Av of Test 1 & 2					
		Test1	Test2							
FEC206	Communication Skills	10	10	10	40	25	--	--	75	

Objectives

1. To acquaint the students with appropriate language skills with the purpose of improving the existing ones – LSRW
2. To make the learners understand the importance and effective use of non-verbal communication
3. To make the learner proficient in public speaking and presentation skills
4. To guide and teach the students to utilize the principles of professional business and technical writing for effective communication in the global world
5. To make the learner capable of creating official content digitally for further communication in the corporate environment

Outcomes: Learner will be able to...

1. Understand and evaluate information they listen to and express their ideas with greater clarity
2. Speak and respond effectively along the various channels of communication in a business organization
3. Speak convincingly before an audience with the help of an expanded vocabulary and enhanced digital content
4. Read and summarize effectively
5. Communicate through result oriented writing both within and outside the organization.
6. Write a set of effective and easy to understand technical description, instructions and convey the same using global information technology

Module	Detailed Contents	Hrs.
01	Communication Theory: Concept and Meaning, Communication cycle, Objectives, Barriers to communication (linguistic and semantic, psychological, physical, mechanical, cultural), Methods of communication (verbal and non-verbal), Networks of communication (formal and informal), Language skills (listening, speaking, reading, writing), Corporate communication: Digital Content Creation.	13
02	Business Correspondence: Principles of Business Correspondence, Parts of a business letter, Formats (Complete block and Modified block), Types of letters: Enquiry, Reply to enquiry, Claim, Adjustment and Sales letter.	05
03	Grammar and Vocabulary: Common errors, Concord (subject- verb agreement), Pairs of confused words, Lexicon (Enriching vocabulary through one-word substitutes, synonyms, antonyms, etc.)	02

04	Summarization and Comprehension: Passages to test the analytical skills and expression	02
05	Technical writing : Techniques to define an object, writing instructions, language exercises based on types of expositions (description of an object, explanation of a process)	02
06	Information Communication Technology (ICT) enabled communication media: E-mail, Blog and Website.	02

The distribution of Term Work marks will be as follows -

Attendance : 05 marks
Assignments : 20 marks

List of assignments:

1. Communication theory: 02
2. Business Correspondence: 02
3. Grammar and vocabulary: 01
4. Summarization & Comprehension: 01
5. Technical writing: 01
6. ICT enabled communication media: 01

Assessment:

Internal Assessment Test:

Assessment consists of two class tests of 10 marks each. The first test should be conducted in the form of a three-minute public speech. The second test should be based on theory and application exercises as mentioned in the syllabus.

End Semester Theory Examination:

1. Question paper will comprise of total 06 questions, each carrying 10 marks.
2. Total 04 questions need to be solved.
3. Question No: 01 will be compulsory and based on entire syllabus wherein sub-questions of 3 to 5 marks will be asked.
4. Remaining questions will be mixed in nature.(e.g. Suppose Q.2 has part (a) from module 3 then part (b) will be from any module other than module 3)
5. In question paper weightage of each module will be proportional to number of respective lecture hrs as mentioned in the syllabus.
6. The first module (Communication Theory) will carry 40 % weightage.

References:

1. Communication in Organizations by Dalmar Fisher, Jaico Publishing House
2. Communication Skills by Meenakshi Raman & Sangeeta Sharma,
3. Oxford University Press.
4. Business Correspondence & Report-writing by R.C. Sharma & Krishna Mohan, Tata McGraw-Hill Education.
5. Effective Technical Communication by Ashraf Rizvi, Tata McGraw-Hill.
6. Technical Writing & Professional Communication for non-native speakers of English by Thomas N. Huckin & Leslie A. Olsen, McGraw –Hill.
7. Mastering Communication by Nicky Stanton, Palgrave Master Series
8. www.buisnesscommunicationskills.com
9. www.kcitraing.com
10. www.mindtools.com
11. Journal of Business Communication

Mapping of CO and PO/PSO

Relationship of course outcomes with program outcomes: Indicate 1 (low importance), 2 (Moderate Importance) or 3 (High Importance) in respective mapping cell.

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
FE 206.1										3		
FE 206.2										3		
FE 206.3										3		
FE 206.4										3		
FE 206.5										3		
TOTAL												
CO-PO MATRIX												

Justification

PO10: COs are mapped to this PO10 because the students gain basic knowledge on Communication Theory.

CO Assessment Tools:

DIRECT TOOLS: TEST, ASSIGNMENTS , END EXAM(ES)

INDIRECT TOOLS : COURSE EXIT SURVEY(CES)

Overall Attainment=(0.8*Direct Method Attainment +0.2*Indirect Method Attainment)

FEC206.1: Direct Methods(80%): **Assignment 1+ Assignment 2+ UT 1 +UT 2+ End Exam**

$$CO1dm = 0.2 + 0.2 + 0.2 + 0.2 + 0.2$$

InDirect Methods(20%): Course exit survey

$$CO1idm$$

$$FEC101.1 = 0.8 * CO1dm + 0.2 * CO1idm$$

FEC206.2: Direct Methods(80%): **Assignment 3+ Assignment 4+UT 2+ End Exam**

$$CO2dm = 0.3 + 0.3 + 0.2 + 0.2$$

InDirect Methods(20%): Course exit survey

CO2idm

$$\text{FEC101.2} = 0.8 * \text{CO2dm} + 0.2 * \text{CO2idm}$$

FEC206.3: **Direct Methods(80%):** Assignment 5+UT 2+ End Exam

$$\text{CO3dm} = 0.6 + 0.2 + 0.2$$

InDirect Methods(20%): Course exit survey

$$\text{CO3idm FEC101.3} = 0.8 * \text{CO3dm} + 0.2 * \text{CO3idm}$$

FEC206.4: **Direct Methods(80%):** Assignment 6+UT 2+ End Exam

$$\text{CO3dm} = 0.4 + 0.4 + 0.2$$

InDirect Methods(20%): Course exit survey

CO4idm

$$\text{FEC101.4} = 0.8 * \text{CO4dm} + 0.2 * \text{CO4idm}$$

FEC206.5: **Direct Methods(80%):** Assignment 7+Assignment 8+ UT 2+ End Exam

$$\text{CO5dm} = 0.3 + 0.3 + 0.2 + 0.2$$

InDirect Methods(20%): Course exit survey

CO4idm

$$\text{FEC101.5} = 0.8 * \text{CO5dm} + 0.2 * \text{CO5idm}$$

Course Outcomes Target:

Upon completion of this course students will be able to:

1 FEC206.1. Able to effectively use their LSRW skills in the communication process
TARGET RANGE : 2.5

2 FEC206.2. Able to structure Business correspondences

TARGET RANGE : 2.5

3 FEC206.3. Able to expand their vocabulary in correct grammatical form
TARGET RANGE : 2.5

4 FEC206.4. Able to comprehend and summarize technical and industry oriented passages
TARGET RANGE : 2.5

5.FEC206.5 Able to write technical expositions & ICT

TARGET RANGE : 2.5

Subject: Communication Skills- II Subject Teacher: Dr. Joseph Rodrigues Branch:Information Technology (First year)			Academic Year Semester: II
<i>Sr. No.</i>	<i>Name of the Topic</i>	<i>Planned Date</i>	<i>Exec</i>
1	Introduction of the syllabus	04-01-2019	04-01-2019
2	Module: 6 ICT: Importance	07-01-2019	07-01-2019
3	Module: 6 ICT: Email/ Define/ Do and Don'ts / How to send an email	10-01-2019	10-01-2019
4	Module:3 Grammar / Module: 5 Technical Writing: Definitions	11-01-2019	11-01-2019
5	Module: 3 Grammar/ Module: 5 Technical Writing: Instructions, Descriptions	14-01-2019	14-01-2019
6	Module:3 Grammar/ Module :4 Summarization	15-01-2019	15-01-2019
7	Module:3 Grammar/ Module :4 Comprehension	21-01-2019	21-01-2019
8	Module: 3 Grammar/Module :1 Communication Theory: Objective	23-01-2019	23-01-2019
9	Module :1 Communication Theory: Process of communication, Methods: Verbal	28-01-2019	28-01-2019
10	Module :1 Communication Theory: Methods: Non-Verbal	30-01-2019	30-01-2019
11	Module: 1 Communication Theory: Channels of Communication	11-02-2019	11-02-2019
12	Module: 1 Communication Theory: Barriers	18-02-2019	18-02-2019
13	Module: 1 Communication Theory: Language skills: Listening	20-02-2019	20-02-2019
14	Module: 1 Communication Theory: Speaking, Reading and Writing	25-02-2019	25-02-2019
15	Module: 1 Communication Theory: Case study on barriers	27-02-2019	27-02-2019
16	Revision and previous years paper solving	06-03-2019	06-03-2019
17	Module: 2 Business Correspondence: Principles of business correspondence	11-03-2019	11-03-2019
18	Module: 2 Business Correspondence: Parts of letter/ Formats , Types of Letter	13-03-2019	11-03-2019
19	Module: 2 Business Correspondence: Claim and Adjustment and Sales letters	18-03-2019	13-03-2019
20	Module3: Grammar, Revision and previous year's paper solving	20-03-2019	18-03-2019
21	Module3: Grammar, Revision and previous year's paper solving	25-03-2019	Extra
22	Revision and previous year's paper solving	27-03-	Extra

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2019	
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Signature and Date:

Faculty

HOD

Principal