

25HS101: Business Communication and Professional Skills

w. e. f. Academic Year:	2025-26
Semester:	1/2
Category of the Course:	Humanities, Social Science, and Management Courses
Prerequisite:	Basic proficiency in English (reading, writing, speaking, and listening) at the higher secondary level. Familiarity with digital tools (email, word processing, internet usage) is recommended.
Rationale:	To equip students with essential technical communication skills required for academic success and professional competence in diverse workplace scenarios.

Course Outcomes:

After Completion of the Course, Student will able to:

	Course Outcome (CO)	RBT Level (Cognitive Domain)
CO1	Discuss the fundamental concepts, types, and process of communication, and identify its importance in a professional set up.	Understand
CO2	Demonstrate comprehension skills (Listening & Reading) for their types, challenges and strategies to successful usage.	Understand Apply
CO3	Apply the concept of comprehension to expressional skills (Speaking) in terms of types, challenges and techniques for successful communication.	Apply Create
CO4	Illustrate written professional communication in systematic and suitable format, structure, and use of AI tools to enhance their effectiveness.	Understand Apply Evaluate
CO5	Discuss personality traits essential to professional development.	Understand
CO6	Formulate specific oral and written communication for employability and evaluate them in terms of an organization.	Evaluate Apply Create

Teaching and Evaluation Scheme:

Teaching Scheme					Examination Scheme				
L	T	P	C	Hrs/Week	IE	Theory	CIA	Practical	Total Marks
2	-	-	2	2	40	60	30	-	130

IE: Internal Evaluation

Theory: Theory Exam (End Semester)

CIA: Continuous Internal Assessment

Practical: Practical Exam (End Semester)

Detailed Syllabus:

Topic	Hrs.	% of Weightage
UNIT: 1	04	14
Introduction to Technical Communication		
Communication: definition and introduction, types of communication-verbal, nonverbal, oral and written communication, difference between		

general and technical communication. Process of communication, barriers, importance of communication in professional life, various communication channels that are used in a professional set up.			
UNIT: 2	Comprehension Skills	06	20
Listening Skills: Importance of listening, types, listening VS hearing, barriers to effective listening and steps to effective listening. Task based input. (listening Comprehension) Reading skills: Importance, purpose, techniques of skimming and scanning, poor. Reading recognition, SQ3R technique - importance and application. Reading comprehension practice. Reading to summarize and report.			
UNIT: 3	Speaking Skills	07	23
Presentation skills- Introduction, analyzing audience, locale, organizing presentation Use of various audio-visual aids, planning and preparing the appropriate AV aids Types of formal oral presentations, body language in a presentation Task-based input (group/individual presentations) Conversations- situational task-based input (dialogues preparation and practice) Tone, intonation, pitch and pronunciation in all of the above through audio-video input.			
UNIT: 4	Writing Skills	07	23
Email writing- structure, lay out, tone and task. Applications- for leave, permission, library ticket/new ID card. Short reports - trip, incident, progress and recommendation reports. Article Review - introduction, structure, sample, task. Using AI to carry out a comparative analysis to learn how better yet customized drafts can be produced.			
UNIT: 5	Preparing for the Profession	06	20
Resume crafting-importance, structure, types, sample and task. Group discussion: As a part of the selection process and as a part of organizational purposes, do's and don'ts, body language in group, task-based input. Personal Attributes. Change management- a case study and self- check, Physical-emotional reactions to change, attitudes that hinder the process of change and ways to overcome. Teamwork Importance of team work, collaboration VS silo building, five points of importance of team work, diverse and dispersed teams, features of a good team worker/leader.			
		30	100

Reference Books:

1. Conger, Jay. A, *On Communication*, Harvard Business Review Press, Boston, 2013.

2. Cullen, Pauline, Vanessa Jakeman, and Michael French. *The Official Cambridge Guide to IELTS Academic*. Cambridge UP, 2014.
3. Kumar, Sanjay, and Pushpa Lata. *Communication Skills*. Oxford UP, 2011.
4. Padmaja, T. V. S. *Technical Communication: A Practical Approach*. Pearson, 2009.
5. Raman M, and Sharma S. *Technical Communication*. Oxford University Press, New Delhi, 2017.
6. Gearson and Gearson. *Technical Communication: Process and Product*. Pearson Publication, 2014.
7. Sherfield, Robert, Rhonda Montgomery, and Patricia Moody. *Cornerstone: Developing Soft Skills*. Pearson, 2018.

Web resources:

“Listening | LearnEnglish.” LearnEnglish, learnenglish.britishcouncil.org/skills/listening.

<https://learnenglish.britishcouncil.org/skills/listening>

“Reading | LearnEnglish.” LearnEnglish, learnenglish.britishcouncil.org/skills/reading.

<https://learnenglish.britishcouncil.org/skills/reading>

Course Outcomes Mapping:

CO	Course Outcome (CO)	POs/ PSOs Mapped	Cognitive Level (RBT)	Knowledge Category	Lecture (Hrs)
CO1	Discuss the fundamental concepts, types, and process of communication, and identify its importance in a professional set up.	PO6, PO8, PO9, PO10, PSO1	Understand	Conceptual	04
CO2	Demonstrate comprehension skills (Listening & Reading) for their types, challenges and strategies to successful usage.	PO2, PO10, PO12, PSO1	Understand Apply	Conceptual Procedural	06
CO3	Apply the concept of comprehension to expressional skills (Speaking) in terms of types, challenges and techniques for successful communication.	PO8, PO9, PO10, PSO1	Apply Create	Conceptual Procedural	07
CO4	Illustrate written professional communication in systematic and suitable format, structure, and use of AI tools to enhance their effectiveness.	PO5, PO10, PO11, PSO1	Understand Apply Evaluate	Conceptual Procedural	07

CO5	Discuss personality traits essential to professional development.	PO8, PO9, PO12, PSO1	Understand	Conceptual	03
CO6	Formulate specific oral and written communication for employability and evaluate them in terms of an organization.	PO9, PO10, PO11, PO12, PSO1, PSO2	Evaluate Apply Create	Conceptual Procedural Metacognitive	03

Mapping of COs with POs & PSOs:

CO	PO												PSO	
	1	2	3	4	5	6	7	8	9	10	11	12	1	2
CO1						2		2	2	3			3	
CO2		2								3		2	3	
CO3								2	2	3			3	
CO4					3					3	2		3	
CO5								2	3			2	3	
CO6									2	3	3	2	3	2

3: High, 2: Medium, 1: Low