

BCA
Semester-I
BCS-2-01T: Basic Communication Skills

Total Marks: 100
External Marks: 70
Internal Marks: 30
Credits: 6
Pass Percentage: 40%

INSTRUCTIONS FOR THE PAPER SETTER/EXAMINER

1. The syllabus prescribed should be strictly adhered to.
2. The question paper will consist of three sections: A, B, and C. Sections A and B will have four questions from the respective sections of the syllabus and will carry 10 marks each. The candidates will attempt two questions from each section.
3. Section C will have fifteen short answer questions covering the entire syllabus. Each question will carry 3 marks. Candidates will attempt any ten questions from this section.
4. The examiner shall give a clear instruction to the candidates to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.
5. The duration of each paper will be three hours.

INSTRUCTIONS FOR THE CANDIDATES

Candidates are required to attempt any two questions each from the sections A and B of the question paper and any ten short questions from Section C. They have to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.

Course: Basic Communication Skills	
Course Code: BCS-2-01T	
Course Outcomes (COs)	
After the completion of this course, the students will be able to:	
CO1	Gain competence in verbal and non-verbal communication
CO2	Increase comprehension levels
CO3	Use language for effective communication
CO4	Understand the processes of communication
CO5	Overcome barriers in communication

Detailed Contents:

Module	Module Name	Module Contents
Section-A		
Module I	Understanding Human Communication:	Constitutive Processes of Communication, Language as a tool of communication, Barriers to Effective communication, Strategies to Overcome the Barriers, Non-Verbal Communication, Importance of Non-Verbal Communication, Non-Verbal Communication and Cultural influences
Module II	Listening Comprehension	Difference between Hearing and Listening, Effective Listening Strategies, Listening in Conversational Interaction
Module III	Speaking Skills	Expressions in different Communicative Functions: Asking Questions; Making Requests and suggestions; Expressing Greetings, Apologies and Gratitude Job Interviews, Group Discussions, Presentation Skills
Section-B		
Module IV	Reading Comprehension	Introduction, Reading Process, Reading different kinds of Texts, Reading Methods- Using KWL for reading comprehension
Module V	Effective Written Communication	Constituents of Effective Writing, Coherence and Cohesion for effective writing
Module VI	Business Correspondence	Letter writing, Resume/CV, E mails for Communication, Writing Reports, Describing Tables and Charts, Meetings: Agenda and Minutes

Books

1. Koneru, Aruna. Professional Communication. Delhi: McGraw. 8th Ed, 2017.
2. Mahanand, Anand. English for Academic and Professional Skills. Delhi: McGraw, 2013.
3. Rani, D Sudha, TVS Reddy, D Ravi, and AS Jyotsna. A Workbook on English Grammar and Composition. Delhi: McGraw, 2012.
4. Rizvi, M. Ashraf. Effective Technical Communication. Delhi: McGraw, 2nd Ed. 2017