

## Communication Skills

Course Code	Credit Hours
HU-109	2+0

### Course Description:

This course focuses on students' communication and interpersonal skills. It covers topics like effective listening, verbal communication, workplace conversation, public speaking, emotional intelligence, effective writing, non-verbal communication, cross-cultural communication, workforce diversity etc.

### Text Books:

1. Interpersonal Skills at work 2nd Ed. By John Hayes.

### Reference Books:

2. The Interpersonal Communication Book, 15th Ed. By Joseph A. DeVito
3. Business and Administrative Communication
4. College Writing Skills by John Langan
5. Easy Access- The reference Hand Book for writers by Michael L. Keene & Katherine H. Adams.

### ASSESSMENT SYSTEM FOR THEORY

Quizzes	10%
Assignments	10%
Mid Semester Exam (MSE)	30%
End Semester Exam (ESE)	50%

### Teaching Plan:

Week No	Topics	Learning Outcomes
1	Introduction	<ul style="list-style-type: none"><li>• Introduction to Communication Skills (Definition, Theories in communication, Communication in the workplace)</li><li>• Communication Process</li></ul>
2-6	Listening and Reading Skills, Verbal and Non-Verbal Communication,	<ul style="list-style-type: none"><li>• Listening Skill: barriers to effective listening (The process of listening, Identifying four different listening responses, Practicing active listening skills)</li><li>• Skimming &amp; Scanning</li><li>• Fast reading and note taking</li><li>• Overcoming the Barriers</li></ul>

	<b>Importance of Group Discussion</b>	<ul style="list-style-type: none"> <li>• Nonverbal Communication &amp; its Impact (What is non-verbal communication, Barriers in both verbal and nonverbal communication, A comparison, Categories of non-verbal communication)</li> <li>• Improvement of Nonverbal Communication</li> <li>• Forms of Verbal Expression</li> <li>• Problems &amp; Solutions</li> <li>• Group Discussion</li> <li>• Purposes of Reading, Reading Comprehension</li> </ul>
<b>7-8</b>	<b>Cross-cultural Communication, Electronic Communication</b>	<ul style="list-style-type: none"> <li>• Problems in Cross-cultural Communication, Workforce Diversity : problems &amp; solutions</li> <li>• Group Discussion</li> <li>• Solving the Problems</li> <li>• Electronic Communication</li> <li>• SMS, Social Media (WhatsApp, Blogs etc.)</li> <li>• Emails and Email Etiquettes</li> </ul>
<b>9</b>		<b>Mid Semester Exam (MSE)</b>
<b>10-12</b>	<b>Effective Formal Writing Skills</b>	<ul style="list-style-type: none"> <li>• Effective Writing : Sentence structure, clear writing</li> <li>• Message Composition - I (Positive and informative messages and negative message)</li> <li>• Message composition – II (Persuasive messages and sales messages)</li> <li>• Preparing Formal letters</li> <li>• Solicited and unsolicited messages</li> <li>• Resignation letters</li> <li>• Organization of persuasive, sales or commercial letters AIDA Formula</li> </ul>
<b>13-17</b>	<b>Formal Writing of Expression, Communication at Workplace, Power Point and Oral Presentation Skills</b>	<ul style="list-style-type: none"> <li>• Paragraph and Essay Writing (a) Parts of an essay (b) Ways to develop a proper beginning, middle, and ending of an essay (c) Kinds of an essay</li> <li>• Communicating for Employment</li> <li>• Invited Lecture</li> <li>• Power Point Presentations</li> <li>• Instructions on how to create concise and useful slides from large amounts of texts</li> <li>• Use of smart art feature in Microsoft Power Point</li> <li>• Use of images and figures</li> <li>• Oral Presentation Skills (Rhythm, intonation, Stress pattern, Preparation, Choosing Overall Organizational Pattern, Building Strong Opening, Tips for Creating a Great Introduction and interesting conclusion, Checking for Understanding, Posture and Gestures, Audio-visual Aids, Eye Contact, Use of the Voice, First Impressions, Timing, Handling Difficult Questions</li> <li>• Presentations by Students</li> </ul>
<b>18</b>		<b>End Semester Exam</b>

