

**Centre for languages and Communication**

**Paper 4: English for Professionals**

**Credit 4**

**Course Objective:**

- To understand the unwritten code of conduct regarding the interactions among the members in Professional world
- To recognize and manage the complex processes of communication in order to achieve performance excellence through Interpersonal Skills
- To understand how to avoid nervousness and be more enthusiastic while delivering ones presentation to the masses
- To learn how to present and prepare oneself for an interview

<b>Credit Distribution</b>		
<b>L</b>	<b>T</b>	<b>P</b>
4	0	0

**Course Outcome:**

- The course will enable students to understand the unwritten code of conduct regarding the interactions among the members in Professional world
- Students will be able to recognize and manage the complex processes of communication in order to achieve performance excellence through Interpersonal Skills
- The course will enable students to understand how to avoid nervousness and be more enthusiastic while delivering ones presentation to the masses
- Students will be able to learn how to present and prepare oneself for an interview

**A – Syllabus**

<b>S No.</b>	<b>TOPIC</b>	<b>DOMAIN</b>	<b>HOURS</b>
1	<b>UNIT I: PROFESSIONAL ETIQUETTES</b> Refined Grooming Workplace and Classroom Etiquettes Professional Ethics and Values Networking Skills	Must know	16 Hours
2	<b>UNIT II: INTERPERSONAL SKILLS</b> Rapport Building: SWOT Analysis, Johari Window Assertive Behaviour Team Building Conflict Management	Desirable to know	16 Hours

3	<b>UNIT III: PRESENTATION SKILLS</b> Create Your Presence 3Ps of Presentation Overcoming nerves; Handling Difficult Situations Common Business Abbreviations and Collocations	Desirable to know	16 Hours
4	<b>UNIT IV: PROFESSIONAL WRITING &amp; CAREER BUILDING</b> Resume Writing Cover Letter Email Circular/Indent Interview Skills	Must know	16 Hours

### **EVALUATION CRITERIA**

<b>Formative Assessment:</b>	
<ul style="list-style-type: none"> <li>▪ Attendance</li> <li>▪ Assignments/Presentation/etc.</li> <li>▪ Mid-term Exam</li> </ul> ( Need to conduct 2 Mid-term Exam and put the average marks)	<b>– 40 Marks</b>
<b>Summative Assessment:</b>	
<b>Semester End Exam</b>	<b>60 Marks</b>
<b>Grand Total</b>	<b>– 100 Marks</b>

### **SUGGESTED READINGS:**

1. Hent T. Van der Molem and Yvonne H. Gramsbergen-Hoogland ‘ *Communication in Organizations*’, Psychology Press 2005
2. Meenakshi Raman and Prakash Singh ‘*Business Communication*’ Second Edition Oxford Publication 2012
3. Charles J. Stewart, William B. cash Jr. ‘*Interviewing Principles and Practices*’, TATA McGraw-Hill Edition 2010
4. E.H.McGrath, S.J. ‘*Basic Managerial Skills for All*’, Ninth Edition, PHI Learning Private Limited 2011
5. Paul, D.S. ‘*Advance Writing Skills*’, Goodwill Publishing House 2016

## B- Curriculum

S No.	TOPIC	LEARNING OBJECTIVES	TEACHING GUIDELINES	METHODOLOGY	TIME
1	<b>UNIT I: PROFESSIONAL ETIQUETTES</b>	To understand the unwritten code of conduct regarding the interactions among the members in Professional world	To enable students to understand that how the expectation of workplace behavior and social behavior can differ.	Lecture, SIS, Group activities, Videos.	As per syllabus
2	<b>UNIT II: INTERPERSONAL SKILLS</b>	To recognize and manage the complex processes of communication in order to achieve performance excellence through Interpersonal Skills	To enable students to learn how to manage themselves better, especially when facing work situations which cause them stress	Lecture, , SIS, Roll play, Group activities, Organizing an event Videos.	As per syllabus
3	<b>UNIT III: PRESENTATION SKILLS</b>	To understand how to get past nervousness and be more enthusiastic while delivering ones presentation to the masses.	To enhance students against common mistakes while giving presentation and also overcoming their challenges	Lecture, SIS, PBL, Assignments, Organizing an event Videos.	As per syllabus
4	<b>UNIT IV: PROFESSIONAL WRITING &amp; CAREER BUILDING</b>	To Lear how to present and prepare oneself for an interview.	To help students to overcome their doubts related to interviews.	Mock Interviews, Group Discussions, Assignments, Roll play, Videos.	As per syllabus