

ENGLISH LANGUAGE & COMMUNICATION (IMB-104)

1. **Basics of Communication**

Communication elements and process ,the importance of *Purpose and Audience profile; Importance of communication,, Information Gap; Turn-taking; Avoidance of Information Overload , Awareness of Filters& Barriers& Strategies for overcoming them*

Verbal and non-verbal communication :*Differences; Need for Synchronization; Aspects of Non-verbal Communication – Facial Expression; Eye Contact; Gestures; Postures; Touch ,Personal Space & Appearance; Paralanguage; Time language,*

2. **Listening:** How to be a good listener; the importance of listening, barriers to listening. Effective listening strategies (with focus on stress and into nation)

Speaking: Interactive Communication – Establishing and Maintaining social relationships (Introducing oneself, Greetings an acquaintance / friend, introducing a friend to another or to a group, developing and extending a conversation, breaking off a conversation politely, leave-taking, extending, accepting and declining an invitation), Making and responding to inquiries, expressing an opinion; Asking for clarification (e.g. when one is unable to hear or uncertain of the intended meaning); Expressing different exceptions: (Pleasure, sorrow, regret, anger, surprise, wonder, disappointment); Describing people, objects, place, processes, etc, Asking for directions; Making request, accepting/refusing a request, expressing gratitude.

Sounds of English: (Phonemic Transcription using International Phonetic Alphabet (IPA) symbols, vowels, consonants, diphthongs). Stress and Intonation: (syllable division and word stress; falling, rising and falling-rising tunes).

3. **Reading:** Vocabulary Building; Comprehension Passages; Interpretation (Predicting, Guessing, Inferring); Summarizing.

Writing: Letter Writing (Formal, Informal; Accepting & Declining Invitations); Paragraph Writing (Topic sentence, Cohesion and Coherence, Sentence linkers – so, but, however, etc); Precise Writing, Essay Writing.

4. **Functional English Grammar**

Parts of speech, Tense and Time, Voice, Clause, Preposition, Degrees of Comparison, Subject-verb concord, Negation; Interrogation :*Yes/No Questions & Wh-type Questions; Reported Questions & Tag Questions;*Synonyms & Antonyms, Spelling & Punctuation.

Books:

1. Communication Skills , Sanjay Kumar & Pushp Lata, Oxford
2. An introduction to Professional English and Soft Skills: Das et al, CUP
3. Better English Pronunciation, J.D.O.Connor (Cambridge)
4. A University Grammar of English , Quirk et al, Pearson
5. Business Communicative English; Kanwar, Kalyani
6. Business Communication; R.K Madhukar, Vikas