

## Communication Skill

### Module I

(10hrs)

#### The elements of communication

The importance of communication through English at the present time. The process of communication and factors that influence communication :sender, receiver, channel, code, topic, message, context, feedback, 'noise', filters and barriers. The importance of audience and purpose. The information gap principle : given and new information ; information overload. Verbal and non-verbal communication : body language. Comparing general communication and business communication.

### Module II

(10hrs)

#### The sounds of English

Vowels, diphthongs, consonants, consonant clusters, the International Phonetic Alphabet (IPA) ; phonemic transcription, Problem sounds, Syllable division and word stress, Sentence rhythm and weak forms, Contrastive stress in sentences to highlight different words, Intonation : falling, rising and falling-rising tunes, Varieties of Spoken English : Standard Indian, American and British.

### Module III

(10hrs)

#### Review of English grammar

Stative and dynamic verbs, The auxiliary system ; finite and non-finite verbs, Time, tense and aspect, Voice: active and passive, Modality, Negation, Interrogation ; reported and tag questions, Conditionals, Concord, Phrasal verbs.

#### Text Books:

1. A course in communication skills by Dutt,Rajeevan & Prakash (Foundation Books,Cambridge)
2. Business Communication by Meenakshi Raman and Prakash Singh (Oxford)
3. Business Communication Today by Bovee et al (Pearson)