

## COMMUNICATION SKILLS FOR BUSINESS -1

### Course Content:

Unit No.	Topics / Chapters Name
I	<b>English Language</b> <ul style="list-style-type: none"><li>• Text: SPRING</li><li>• Short questions</li><li>• Short notes</li><li>• Reference to context</li></ul>
II	<b>Speaking Skills</b> <ul style="list-style-type: none"><li>• Fundamentals of public speaking.</li><li>• Preparing a formal speech (Welcome speech, Farewell speech, Vote of thanks)</li><li>• Making formal presentations.</li><li>• Use of multi media and graphics.</li></ul>
III	<b>Negotiations</b> <ul style="list-style-type: none"><li>• Approaches to Negotiations</li><li>• Preparing for Negotiations</li><li>• Conducting the Negotiation</li></ul> <b>Interpersonal Skills</b> <ul style="list-style-type: none"><li>• Building Positive relationship</li><li>• Importance of Appreciating</li><li>• Dealing with Criticism</li><li>• Managing Conflict: Approaches to conflict Resolving conflict</li></ul>
IV	<b>Writing for Effective Management</b> <ul style="list-style-type: none"><li>• Memorandum</li><li>• Notices and circulars</li><li>• Strategies for pleasant and unpleasant messages. (letters with pleasant/unpleasant messages)</li></ul>
V	<b>Business Reports and Proposals</b> <ul style="list-style-type: none"><li>• Individual Reports</li><li>• Committee Reports</li><li>• Small project/business proposals</li></ul>
VI	<b>Investigative and Technical Formal communication.</b> <ul style="list-style-type: none"><li>• Preparing a questionnaire for commercial and social surveys</li><li>• Minutes of meeting</li><li>• Agenda writing</li></ul>