Year &	Lab	Lab Name: Advanced	No. of	L	T&PS	P
Sem:	Code:	English -IV	Credits: 2	0	0	2
E2S2	EN802					

UNIT – I: Introduction to Communication: Need for Effective Communication Levels of communication Flow of communication – Inter & Intra Personal Communication Use of language in communication Barriers to Communication: Miscommunication – Noise – Measures to Overcome

UNIT – II: Communication beyond Words... Understanding and Interpreting Body Language Forms of non-verbal communication Interpreting body-language cues: Kinesics – Proxemics – Chronemics Effective use of body language

UNIT – III: Job Application (Cover Letter & Resume Writing) Cover letter Differences – bio-data / CV/ Resume. Structure, Format and Style Planning Career Objective Cover Letter

UNIT – IV: Interview Skills Importance Types of Interviews Pre-interview Planning Ensuring success in job interviews Appropriate use of non-verbal communication Answering Strategies

UNIT – V: Technical Report Writing Difference between Technical and Literary Styles Subject Matter, Organization, Clarity Coherence and Elements of Style Data – Collection, Tools, Analysis

UNIT – VI: Business Etiquette & Grooming Appearance: Business/Professional Attire & Grooming Behaviour: Etiquette, Civility, Attitude Communication: Verbal, Nonverbal, written **Resources:**

- 1. Lab Manual Prepared by the Faculty, Dept. of English, RGUKT, R.K. Valley.
- 2. Phonetics for Indian Students by T Balasubramanian
- 3. Personality Development and Soft Skills by Barun Mitra
- 4. English Grammar by Wren & Martin
- 5. Practical English Usage by Michael Swan
- 6. Technical Communication: Principles and Practice by Meenakshi Raman and Sangeeta Sharma: Oxford University Press
- 7. Technical English by Dr. M. Sambaiah
- 8. Communication Skills by Meenakshi Raman and Sangeeta Sharma: Oxford University Press
- 9. Effective English Communication by Krishna Mohan and Meenakshi Raman
- 10. A Course in Listening and Speaking Book I & II by G. Rajgopal
- 11. Corporate English & Personality Dynamics by Sunil Ranjan
- 12. Technical Writing made easier by Bernhard Spuida

Hyperlinks:

- 1. Better Spoken English NPTEL Course http://nptel.ac.in/courses/109106067
- 2. Communication Skills NPTEL Course http://nptel.in/courses/109104031
- 3. Computer Assisted Language Learning. CALL www.monografias.com

- 4. Online Material http://www.mindtools.com/page8.html
- 5. Online Dictionary www.thefreedictionary.com
- 6. Online Material http://techpreparation.com/softskills.htm
- 7. Online Material http://www.eatyourcareer.com/2010/08/how-be-proactive-at-work-step-system/
- 8. British English pronunciation courses and materials by CELTA/IPA teachers in London http://thesoundofenglish.org/blog/

References/ Books:

1.

2.