

# Communication Skills

## Course Content

- Communication: Meaning, Nature, Importance and Purpose of Communication, Types of Communication, Process of Communication, Communication Network in an Organisation, Strategy for Effective Communication, Verbal and Non-Verbal Communication, Barriers to Communication, Essentials of Good Communication, Communication Techniques.
- The Process of Listening, Barriers to Listening, Types of Listening, Benefits of Effective Listening.
- Presentation Skills, Interviews, Public Speaking, Preparing the Speech, Organising the Speech, Special Occasion Speeches.
- Effective Writing Skills: Elements of Effective Writing, Main Forms of Written Communication: Agenda, Minutes, Notices, Writing of CV, Memo, Drafting an E-mail, Press Release.
- Correspondence: Personal, Official and Business, Report Writing.

## References:

1. Talk Like TED: The 9 Public-Speaking Secrets of the World's Top Minds by Carmine Gallo
2. Difficult Conversations: How to Discuss What Matters Most by Douglas Stone, Bruce Patton, and Sheila Heen
3. The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change by Stephen R. Covey

