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| **Program: Bachelor of Management Studies (2023-24)** | **Semester: II** |
| **Course: Effective Business Communication** | **Course Code:**  |
| **Teaching Scheme** | **Evaluation Scheme** |
| **Lecture (Hours per week)** | **Practical (Hours per week)** | **Tutori al (Hours****per week)** | **Credit** | **Continuous Assessment (CA) (Marks - 20)** | **Semester End Examinations (SEE) (Marks- 30****in Question Paper)** |
| 2 | - | - | 2 | 20 | 30 |
| **Outline of Syllabus: (per session plan)** |
| **Module** | **Description** | **No of Hours** |
| **1** | **Interviews and Group Discussions**  | **05** |
| **2** | **Meetings** | **03** |
| **3** | **Business Correspondence**  | **05** |
| **4** | **Reading Skills** | **02** |
| **5** | **Activity based learning****Group discussions****Mock interviews****Exercises in Reading skills** | **15 Hours** |
|  | **Total** | **30 Hours** |
|  | **The course will be taught through theory and case studies** |  |
| **Module** | **Topic** | **No. of Hours/Credits** |
| **Module 1** | **Interviews:** Planning and Preparing for a Selection Interview**Group Discussions:**Types of GD, Process, Evaluation, Mistakes to avoid in a Group Discussion. | **05 hours** |
| **Module 2** | **Meetings:** Need and Importance of Meetings, Types of Meetings, Conduct of Meeting/ Role of the Chairperson, Role of the Participants. Drafting of Notice and Agenda  | **03 hours** |
| **Module 3** | **E-mail writing:** Letters of Inquiry, Letters of Complaints, Claims, Adjustments, Consumer Grievance Letters |  **05 hours** |
| **Module 4** | **Reading Skills**Reading with fluency and speedSkimming and scanningIdentifying relevant information | **02 hours** |
| **Module 5** | **Activity based learning****Group discussions****Mock interviews****Exercises in Reading skills** | **15 hours** |

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| **Suggested Reading:**A Handbook Of Commercial Correspondence. (1992). *Ashley,A.* Oxford University Press. .Alien, R. (1970). *Organisational Management through Communication. .* Balan, K. a. ( 1996). *Effective Communication.* New Delhi: Beacon .Benjamin, J. (1993). *Business and Professional Communication Concepts and Practices.* New York: Harper Collins College Publishers.Bovee Courtland, L. a. (1989). *Business Communication.* New York, Taxman: McGraw Hill Publication.Frailley, L. (1982). *Handbook of Business Letters, Revised Edn.* Prentice Hall Inc.French, A. (1993). *Interpersonal Skills.* New Delhi: Sterling Publishers.H., W. F. (2012). *Soft Skills Training: A Workbook to Develop Skills for Employment.* London: Create Independent Pub.Hamilton, C. (2011, 2008, 2005). *Communicating for Results: A Guide for Business and the Professions, Ninth Edition.* Wadsworth: Cengage Learning, Lyn Uhl.Lesikar, R. V. (1994). *Business Communication: Theory and Application.* Ilinois. Locker, K. O., & Kaczmarek, S. K. (2014). *Business Communication: Building Critical Skills, Sixth Edition.* New York, NY: McGraw-Hill/IrwinMonarth, H. (2014). *Breakthrough Communication.* McGraw-Hill Education.Mukerjee, H. S. (2012). *Business Communication: Connecting at Work.* Oxford University Press.P. D. Chaturvedi, M. C. (2013). *Business Communication, Skills, Concepts, and Applications Third Edition.* Dorling Kindersley (India) Pvt. Ltd.Quintanilla, K. M., & Wahl, S. T. (2017). *Business and Professional Communication, Third Edition.* Los Angeles: Sage. |

## Total Marks allotted per course: 50 marks

## Details of Continuous Assessment (CA)

40% of the total marks per course.

Marks allotted for CA is **20 marks.**

Breakup of the 20 Marks is as follows:

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| **Continuous Assessment** | **Details** | **Marks** |
| **Component 1 (CA-1)**  | Internal class test (online or offline)* 2 Class tests will be taken for each course
* Marks scored will be computed as the Average of the marks scored by the learner in the 2 Class tests carrying 10 Marks each
 | **10 marks** |
| **Component 2 (CA-2)** | Presentations/Project Work/ Viva-Voce/ Book Review/ Field visit & its presentations/ Entrepreneurship Fair/ Documentary filming/ Assignments/ Group Discussions Etc. | **10 marks** |

## b) Details of Semester End Examination (SEE)

60% of the total marks per course.

Marks allotted for SEE is **30 Marks.**

Duration of examination will be **One Hour.**

**QUESTION PAPER FORMAT** All Questions are compulsory

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| **Question Number** | **Description** | **Total Marks** |
| Q1 | Essay type (Any 1 out of 2)  | 10 |
| Q2 | Drafting of Trade Letters (Any 2 out of 3)* Letter of Inquiry
* Letter complaint/claim/Adjustment
* Consumer Grievance Redressal letter
 | 10 |
| Q3 | 1. Case Study
2. Drafting of Notice and Agenda of meetings
 | 10(5+5) |
|  | **Total Marks** | **30** |



Signature Signature

(Program Chairperson & Vice Principal) (Principal)