

**B.A (Liberal Arts)**  
**ABILITY ENHANCEMENT COMPULSORY COURSE (AE-1)**

**Semester-1**

AE1B31107T: **EFFECTIVE COMMUNICATION IN ENGLISH**

MAX.MARKS: 100

EXTERNAL: 70

INTERNAL: 30

PASS: 40%

**Objective:**

**Total Credits: 4**

The course is designed to develop in learners the vital communication skills which should be integral to personal, social and professional interactions. Besides, the awareness to use verbal and non-verbal skills appropriately and with confidence will help them excel in the academics and in their upcoming professional spheres.

**INSTRUCTIONS FOR THE PAPER SETTER/EXAMINER:**

1. The syllabus prescribed should be strictly adhered to.
2. The question paper will consist of three sections: A, B, and C. Sections A and B will have four questions from the respective sections of the syllabus and will carry 10 marks each. The candidates will attempt two questions from each section.
3. Section C will have fifteen short answer questions covering the entire syllabus. Each question will carry 3 marks. Candidates will attempt any ten questions from this section.
4. The examiner shall give a clear instruction to the candidates to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.
5. The duration of each paper will be three hours.

**INSTRUCTIONS FOR THE CANDIDATES:**

Candidates are required to attempt any two questions each from the sections A and B of the question paper and any ten short questions from Section C. They have to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.

**Section A**

**Unit 1:** Understanding Human Communication, Constitutive Processes of Communication, Language as a tool of communication, Barriers to Effective communication, Strategies to Overcome the Barriers

**Unit II:** Non-Verbal Communication, Importance of Non-Verbal Communication, Non-Verbal Communication and Cultural influences, Body language

**Unit III: Listening Comprehension:** Difference between Hearing and Listening, Barriers to Listening, Effective Listening strategies, Listening in Conversational Interaction, Listening to Structured Talks

**Unit IV: Speaking Skills:** Expressions in different Communicative Functions: Asking Questions; Making Requests and suggestions; Expressing Greetings, Apologies and Gratitude

Job Interviews, Group Discussions, Presentation Skills

### **Section B**

**Unit V: Reading Comprehension:** Introduction, Reading Process, Reading different kinds of Texts, Reading Methods- Using KWL for reading comprehension, SQ3R approach.

**Unit VI: Effective Written Communication:** Constituents of Effective Writing, Coherence and Cohesion for effective writing, Paragraph Development, Note Making.

**Unit VII: Business correspondence-I:** Letter writing, Resume/CV, E mails for Communication

**Unit VIII: Business correspondence-II:** Writing Reports, Describing Tables and Charts, Meetings: Agenda and Minutes

### **Suggested Readings:**

- Koneru, Aruna. Professional Communication. Delhi: McGraw, 2008.
- Mahanand, Anand. English for Academic and Professional Skills. Delhi: McGraw, 2013. Print.
- Rani, D Sudha, TVS Reddy, D Ravi, and AS Jyotsna. A Workbook on English Grammar and Composition. Delhi: McGraw, 2016.
- Rizvi, M. Ashraf. Effective Technical Communication. Delhi: McGraw, 2018.
- Pease, Allan and Barbara Pease. The Definitive Book of Body Language. New Delhi: Manjul Publishing House, 2005.
- Sharma, R.C. and Krishna Mohan. Business Correspondence and Report Writing. Delhi: McGraw, 2013.