

SYLLABUS

FOR

DIPLOMA IN

COMMUNICATION SKILLS

(DCS)

(Semester: I & II)

Session: 2018-19



DIRECTORATE OF OPEN AND DISTANCE LEARNING (ODL)
GURU NANAK DEV UNIVERSITY, AMRITSAR

(ESTABLISHED UNDER STATE LEGISLATURE ACT NO. 21 OF 1969)

Accredited by National Assessment and Accreditation Council (NAAC) At 'A++' Grade (Highest Level) As Per Modified Criteria Notified On 27/07/2017 And Conferred 'University With Potential For Excellence' Status And 'Category-I University' As Per University Grants Commission (F.No. 1-8-2017/(CPP-II) Dated 12/02/2018)

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(ii) Subject to change in the syllabi at any time. Please visit the University website time to time.

Eligibility: +2 of P.S.E.B. or any Board equivalent thereto.

Semester-I

Paper Code	Subject	Marks			Credits
		Internal Assessment	End Term	Total	
ODDCS-101T	Communication Skills – I (Theory)	20	80	100	4
ODDCS-102P	Communication Skills – I (Practical)	20	80	100	4
Total Marks & Credits		40	160	200	8

Semester-II

Paper Code	Subject	Marks			Credits
		Internal Assessment	End Term	Total	
ODDCS-201T	Communication Skills – II (Theory)	20	80	100	4
ODDCS-202P	Communication Skills – II (Practical)	20	80	100	4
Total Marks & Credits		40	160	200	8

ODDCS – 101T : Communication Skills – I (Theory)

Time: 03 Hours

Max. Marks: 100 Marks

Internal Assessment: 20 Marks

End Term: 80 Marks

Instructions for the Paper-Setter/examiner:

1. Question paper shall consist of **Four sections**.
2. Paper setter shall set **Eight questions** in all by selecting **Two questions** of equal marks from each section. However, a question may have sub-parts (not exceeding four sub-parts) and appropriate allocation of marks should be done for each sub-part.
3. Candidates shall attempt **Five questions** in all, by at least selecting **One question** from each section and the **5th question** may be attempted from any of the **Four sections**.
4. The question paper should be strictly according to the instructions mentioned above. In no case a question should be asked outside the syllabus.

Section - A

- a. **Communication Skills:** Concept, Meaning, Scope, Nature, Importance of Communication, Types/kinds of Communication, Medium of Communication.
- b. **Process of communication:** Elements/Components of Communication process, Barriers in Effective Communication, Different Ways to Overcome Communication Barriers and Conditions for Successful Communication, Development of Communication Skills

Section-B

Writing Skills:

- Written Communication
- Spoken Verses Written Communication
- Guidelines for effective writing: Formal Letter, Notice, Tender Notice, Minutes of Meeting, Memorandum
- Parts of Speech: Noun, Pronoun, Verb, Adjective, Adverb, Preposition, Conjunction, Interjection

Section-C

Reading Skills: Reading Skills and Strategies, Types of Readings, Reading Outcome, Reading for Comprehension.

Section-D

Interview: What is Interview, Types of Interview, Venue of Interview, Conductors of Interview, how to conduct interview.

Recommended Readings and Links

Text Books:

1. Communication Skills for Professionals By *Kumar N*
2. You Can Win by *Shiv Khera*
3. Change Your Thoughts, Change Your Life by *Wayne Dyer*
4. Personality Development by *John Aurther*
5. Counselling and Guidance by *Dr. Vimal Aggarwal*.
6. Communication Skills (Theory & Practice) by Dr. Rakesh Mohan Sharma (Kasturi Lal & Sons Publications)

Links:

1. BBC World Service- www.bbc.co.uk/worldservice/
2. Bibliomania (<http://www.bibliomania.com/>)
3. Brightside-Brightside.me
4. English Grammar Guide (<https://www.ef.com/english-resources/english-grammar/>)
5. Fee Management e Books (<http://www.free-management-ebooks.com/index.htm>)
6. <http://swayam.gov.in/>
7. <http://edx.org> formerly <http://mooc.org/>

ODDCS – 101P : Communication Skills – I (Practical)

Practical based on Section A, B, C & D of Theory Syllabus such as:

- Black Board Writing
- Practice of Cursive Writing
- Comprehension of a given passage
- Multiple Choice Questions on unseen passage.
- Newspaper Reading
- Book/Paragraph Reading
- Anchoring
- Self-Introduction
- Extempore Lecture
- Practice of different words with their correct pronunciation
- Welcome Speech
- Vote of thanks

ODDCS – 201T : Communication Skills – II (Theory)

Time: 03 Hours

Max. Marks: 100 Marks

Internal Assessment: 20 Marks

End Term: 80 Marks

Instructions for the Paper-Setter/examiner:

1. Question paper shall consist of **Four sections**.
2. Paper setter shall set **Eight questions** in all by selecting **Two questions** of equal marks from each section. However, a question may have sub-parts (not exceeding four sub-parts) and appropriate allocation of marks should be done for each sub-part.
3. Candidates shall attempt **Five questions** in all, by at least selecting **One question** from each section and the **5th question** may be attempted from any of the **Four sections**.
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Section - A

Role of Visual Aids in Communication: Selection of Visuals, Planning of Visuals, Theme Selection, Layout, Types of Visual Aids, Diagrams, Flip Charts, Flash Cards, Flannel Graphs, Bulletin Boards.

Section - B

Writing Skills: Topics on Writing Skills are given below:

- Resume Writing
- Report Writing
- Memo Writing
- Agenda Writing
- Minutes Writing
- Notice Writing
- Precis Writing

Section - C

Listening Skills: What is Listening, Barriers in Listening, Effective Listening Skills, Feedback in Listening, steps for improving Feedback Skills.

Section - D

- a. Meetings
- b. Conferences
- c. Group Discussion

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4. English Grammar Guide (<https://www.ef.com/english-resources/english-grammar/>)
5. Fee Management e Books (<http://www.free-management-ebooks.com/index.htm>)
6. <http://swayam.gov.in/>
7. <http://edx.org> formerly <http://mooc.org/>

ODDCS – 202P : Communication Skills – II (Practical)

Practical based on Section A, B, C & D of Theory Syllabus such as:

- Quiz to determine type of personality
- Activity based on leadership quality
- Practice of such activities which will help to build up student's confidence.
- Resume Writing
- Report Writing
- Memo Writing
- Agenda Writing
- Minutes Writing
- Notice Writing
- Precis Writing
- Declamation
- Debate