ST.JOSEPH'S COLLEGE FOR WOMEN (AUTONOMOUS) VISAKHAPATNAMII SEMESTERGENERALEDUCATION2Hrs. /weekCSS 2002 (2)COMMUNICATION AND SOFT SKILLS - IIMarks: 50w.e.f: '15AC' Batch (2015-2016)SYLLABUS

OBJECTIVES:

- Enhancing basic skills to become a good communicator.
- Recognize and overcome barriers for effective communication.
- Speak confidently
- Enable the learners to develop the skills efficiently and effectively with help of Language Lab.
- To familiarize the students with various situations of English use.

SEMESTER - II

- 1. Oral Communication ; Formal, Informal dialogues.
- 2. Role plays
- 3. Self-Introduction, Greeting people, Apologizing
- 4. Giving instructions,/directions
- 5. Making requests, asking permissions, offering help
- 6. Telephonic etiquettes
- 7. Telephonic conversations Handling a call, taking a message.

REFERENCES:

- Swati Samantaray (2005) Business Communication and Communicative English, Sultan Chand Educational Publishers, New Delhi.
- R.C.Sharma Krishna Mohan. (2008) Business Correspondence and Report Writing, A Practical Approach to Business and Technical Communication, Tata Mc Graw-Hill Publishing Company Limited, New Delhi.

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