

II SEMESTER	ST.JOSEPH'S COLLEGE FOR WOMEN (AUTONOMOUS) VISAKHAPATNAM	
CSS 2002 (2)	GENERALEDUCATION	2Hrs. /week
w.e.f: '15AC' Batch (2015-2016)	COMMUNICATION AND SOFT SKILLS - II	Marks: 50
	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:

1. Swati Samantaray (2005) Business Communication and Communicative English, Sultan Chand Educational Publishers, New Delhi.
2. 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.