

# Syllabus for

## Diploma in Communication Skills

### (D. CS.)

SEMESTER: I - IV

Session: 2019-20



Directorate of Open & Distance Learning

Guru Nanak Dev University

(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)



Grand Trunk (G.T.) Road, Chheharta, Amritsar (Punjab) – 143005

Phone No.: 0183-2258802-09 Extn. 3198

Email: [odlgndu@gmail.com](mailto:odlgndu@gmail.com) Website: [odl.gndu.ac.in](http://odl.gndu.ac.in)

Note:

- (i) Copy rights are reserved.  
Nobody is allowed to print it in any form.  
Defaulters will be prosecuted.
- (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
<b>Total Marks &amp; Credits</b>		<b>40</b>	<b>160</b>	<b>200</b>	<b>8</b>

### 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
<b>Total Marks &amp; Credits</b>		<b>40</b>	<b>160</b>	<b>200</b>	<b>8</b>

## 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 **5<sup>th</sup> 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/](http://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 **5<sup>th</sup> 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

**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

## 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/](http://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. Free 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