

AC –

Item No. –

As Per NEP 2020

Tolani College of Commerce (Autonomous)



Title of the Course: Communication Skills in English - II (Semester II)

Programmes:

Bachelor of Commerce
Bachelor of Commerce (Management Studies)
Bachelor of Commerce (Accounting & Finance)
Bachelor of Commerce (Banking & Insurance)
Bachelor of Commerce (Financial Markets)
Bachelor of Science (Information Technology)
Bachelor of Business Administration (Logistics)

Syllabus for 2 Credit Course from the Academic Year 2024-2025

Name of the Course: Communication Skills in English - II

Sr. No.	Heading	Particulars
1	<p>Description of the course :</p> <p>Including but Not limited to :</p>	<p>This course cultivates English Communication dexterity spanning interview dynamics, meeting essentials, and varied business correspondence.</p> <p>Constructive professional discussions and proficiency in crafting impactful documents, essential for success in the professional arena.</p>
2	Vertical :	Ability Enhancement Course
3	Type :	Theory
4	Credit:	2 credits
5	Hours Allotted :	30 Hours
6	Marks Allotted:	50 Marks Continuous Evaluation 20 marks and Semester End Examination 30 marks
7	<p>Course Objectives:</p> <ol style="list-style-type: none"> 1. To introduce learners to types of interviews and the dynamics of meetings. 2. To familiarize learners with diverse types of business correspondence and to instill the essential speaking and writing skills required for successful professional life. 	
8	<p>Course Outcomes:</p> <ol style="list-style-type: none"> 1. Ability to understand the principles and strategies of effective communication and contribute constructively to professional discussions. 2. Ability to demonstrate proficiency in crafting and interpreting different business correspondence formats for successful engagement in the professional realm. 	

9	Module 1: Corporate Dynamics (15 Hours)
	1. Interviews: <ul style="list-style-type: none"> ▶ Preparing for an Interview - Interviewer and Interviewee ▶ Types of Interviews - Selection, Appraisal, Grievance, Exit, Online
	2. Meetings: <ul style="list-style-type: none"> ▶ Need and Importance of Meetings ▶ Role of the Chairperson and Participants
	3. Effective Document Management and Communication: <ul style="list-style-type: none"> ▶ Summarisation of documents ▶ Drafting of Notice, Agenda & Resolutions
	Module 2: Business Correspondence (15 Hours)
	1. Reports and Business Proposals: <ul style="list-style-type: none"> ▶ Drafting Investigative Reports ▶ Drafting Business Proposals
	2. Trade Letters: <ul style="list-style-type: none"> ▶ Letters of Inquiry ▶ Letters of Complaints, Claims, Adjustments
	3. Email Correspondence: <ul style="list-style-type: none"> ▶ Email as channel for formal correspondence ▶ Sales letter via Emails
10	Reference Books: <ul style="list-style-type: none"> ● Gupta, Anand Das. Ethics, Business and Society: Managing Responsibly. 2010. ● Kamin, Maxine. Soft Skills Revolution: A Guide to Connecting with Compassion for Trainers, Teams, and Leaders. 2013 ● Lesiker, Flatley, Rentz, Lentz, and Pande. Business Communication: Connecting in a Digital World. 13th edn., 2015. ● Luck, Susan L. Zen and the Art of Business Communication: A Step-by-Step Guide to Improving Your Business Writing Skills. 2016. ● Adler, Ronald B., Jeanne Marquardt Elmhorst, and Kristen Lucas. Communication at Work: Principles and Practices for Business and the Professions. 12th ed., McGraw-Hill Education, 2017. ● Roberts, Tim, and Tony Alessandra. The New Art of Managing People. 2016

11	Internal Continuous Assessment: 40%	Semester End Examination : 60%	
12	Continuous Evaluation through: (20 marks)	1) Mock Interviews/ Extempore/ Drafting Notice, Agenda & Resolutions (10 marks) 2) MCQs Based Test (10 marks)	A learner must be present for each of the sub-components
13	Format of SEE Question Paper: (30 marks)		
	Question No.	Nature of Question	Maximum Marks
	Q-1	Short notes: (attempt any 2 of 4) a) b) c) d)	10 Marks
	Q-2	Draft the following: (attempt any 2 of 3) a) Letter of Inquiry b) Letter of Complaint/Claim/Adjustment c) Sales/Promotional Letter	10 Marks
	Q-3	a) Draft a Business Report/Business Proposal Or a) Case Study b) Summarization	10 Marks 5 marks 5 marks

Signatures of Team Members

Sr.No.	Name	Signature
1.	Ms. Amrita Nambiar	
2.	Ms. Jacinta Ashita Tigga	