

## **Department of Computer Science**

### **Communication Skills Course Outline**

**Semester :** BSCS( 3<sup>th</sup>) Semester

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#### **INDENTED LEARNING OUTCOMES:**

**Upon completion of this course, students should be able to:**

- Understand the concepts of English language, communication strategies, verbal and non-verbal communication, and four-fold skills based on English knowledge and comprehension.
- Enable students to meet high professional expertise with the help of much developed communication skills.
- Enable students for Job applying, making resume and cover letters. And preparing them for job interviews.

# COURSE CONTENTS

<b>Session 1 &amp; 2</b>	Introduction to Communication Communication defined The process of communication Models of communication
<b>Session 3 &amp; 4</b>	Communication barriers Importance and benefits of effective communication Functions of Communication
<b>Session 5 &amp; 6</b>	Elements of Communication WAYS OF USING NON-VERBAL COMMUNICATION SKILLS EFFECTIVELY
<b>Session 7 &amp; 8</b>	The 7 C's effective communication
<b>Session 9 &amp; 10</b>	Communication Styles Direct Communication Style Spirited Communication Style Systematic Communication Style
<b>Session 11 &amp; 12</b>	Considerate Communication Style Non-verbal communication barriers.
<b>Session 13 &amp; 14</b>	Business letter Writing
<b>Session 15 &amp; 16</b>	Direction of Communication Interpersonal Communication Effective Presentation Skills
	<b>MID-TERM EXAMINATION</b>
<b>Session 17 &amp; 18</b>	Computer Aided Communication
<b>Session 19 &amp; 20</b>	Oral Communication Skills
<b>Session 21 &amp; 22</b>	Public Speaking & Presentation Skills
<b>Session 23 &amp; 24</b>	Organizational Communication Choice of Communication Channel
<b>Session 25 &amp; 26</b>	Questioning Techniques
<b>Session 27 &amp; 28</b>	How to communicate powerfully by e-mail Other communication technologies
<b>Session 29 &amp; 30</b>	Process of preparing effective business messages
<b>Session 31 &amp; 32</b>	Beginning, Ending and Composing the message
	<b>Final-TERM EXAMINATION</b>

## Reference Books

- 1- Ajmani, J. C. *Good English: Getting it Right*. New Delhi: Rupa Publications, 2002.
- 2- (Gere, 2004) *Writing and learning* By Anne Ruggles Gere University of Michigan, Macmillan Publishing Company.
- 3- Bovee, Courtland L, John V. Thill & Barbara E. Schatzman. *Business Communication Today: Tenth Edition*. 2001.
- 4- Collins, Patrick. *Speak with Power and Confidence*. New York: Sterling, 2006.
- 5- Hasson, Gill. *Brilliant Communication Skills*. Great Britain: Pearson Education, 2002.