

Semester 2
Professional Communication
Common to all Branches

Course Code	Teaching hours per week				Credits	Exam hours	Course type	CIE Marks	ESE Marks
	L	T	P	R					
26ABCHM201	1	0	1	0	2	2.5 Hours	Mandatory (Humanities Stream)	40	60

1. **Preamble:** This course enhances LSRW skills, professional communication strategies, and critical thinking for academic and workplace excellence.

2. **Prerequisites:** Nil

Module Number	Syllabus Description	Contact Hours
1	Definition & significance; verbal & non-verbal communication; barriers; communication process & models.	5
2	Active/passive listening; note-taking; speaking clarity & fluency; pronunciation & intonation.	5
3	Reading strategies; comprehension; critical analysis; summarizing & paraphrasing.	5
4	Grammar & vocabulary; emails, letters, memos; report writing; resumes & cover letters.	5
5	Presentation skills; group discussions; interviews; communication technology & etiquette.	5

Course Assessment Method (CIE: 40 marks, ESE: 60 marks)

Continuous Internal Evaluation Marks (CIE):

Attendance	Assignment/ Microproject	Internal Examination-1 (Written)	Internal Examination- 2 (Written)	Total
5	15	10	10	40

End Semester Examination Marks (ESE)

In Part A, all questions need to be answered and in Part B, internal choices are

provided.

Part A	Part B	Total
2 Questions from each module. - Total of 10 Questions, each carrying 3 marks (10x3 =30marks)	- Each question carries 6 marks. - Two questions will be given from each module, out of which 1 question should be answered. - Each question can have a maximum of 2 subdivisions. (5x6 = 30 marks)	60

3. Course Outcomes

At the end of the course students should be able to:

Course Outcomes		Blooms Taxonomy Level
CO1	Apply effective listening and speaking skills in professional contexts.	K3
CO2	Apply reading strategies to comprehend and analyze texts critically.	K3
CO3	Apply coherent written communication for professional purposes.	K3
CO4	Apply proficiency in presentations, group discussions, and interviews.	K3
CO5	Apply ethical, responsible, and technology-enabled communication practices in academic and professional environments.	K3

Note: K1- Remember, K2- Understand, K3- Apply, K4- Analyze, K5- Evaluate, K6- Create

4. Mapping of Course Outcomes with Program Outcomes

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO 10	PO 11
CO1	-	-	-	-	-	-	-	-	2	3	-
CO2	-	-	-	-	-	-	-	-	-	3	1
CO3	-	-	-	-	-	-	-	-	-	3	2
CO4	-	-	-	-	-	-	-	-	3	3	-
CO5	-	-	-	-	-	3	-	-	2	2	2

5. Text Books

Sl No	Title of Book	Name of Author/s	Publisher	Edition and Year
1	Technical Communication: Principles and Practice	Meenakshi Raman & Sangeeta Sharma	Oxford University Press	2015
2	Technical Communication:	Sharon J. Gerson &	Pearson	2017

	Process and Product	Steven M. Gerson		
--	---------------------	------------------	--	--

6. Reference Books

Sl No	Title of Book	Name of Author/s	Publisher	Edition and Year
1	Effective Technical Communication	M. Ashraf Rizvi	Tata McGraw-Hill	2005

7. Video Links or any other Reference Materials

Sl No	Details Like Weblink, Publication Details	Module
1	https://www.mindtools.com/CommSkll/CommunicationSkills.htm	Module 1
2	https://www.skillsyouneed.com/ips/listening-skills.html	Module 2
3	https://criticalthinking.org/pages/critical-thinking-skills/402	Module 3
4	https://owl.purdue.edu/	Module 4
5	https://www.toastmasters.org/resources/public-speaking-tips	Module 5

Model Question Paper
Stream A – Common to All Branches
Semester: S2
Course: Professional Communication
Course Code: 26ABCHM201

Time: 2.5 Hours

Maximum Marks: 60

Instructions:

1. Answer all questions from Part A and Part B.
2. Internal choices are provided in Part B.

PART A

Answer all questions. Each question carries 3 marks.

(10 × 3 = 30 Marks)

Q. No.	Question	Max Marks	Course Outcome
1	Define communication and explain any two barriers to effective communication.	3	CO5
2	Differentiate between verbal and non-verbal communication with suitable examples.	3	CO1
3	What is active listening? Explain any two characteristics of an effective listener.	3	CO5
4	Explain the importance of pronunciation and intonation in professional speaking.	3	CO1
5	What is reading comprehension? Mention any two reading strategies.	3	CO1
6	Distinguish between summarizing and paraphrasing.	3	CO2
7	State any three principles of effective email writing.	3	CO3
8	What are the essential sections of a professional resume?	3	CO3
9	What are the objectives of a group discussion? Explain briefly.	3	CO4
10	Discuss any three rules of communication etiquette in online professional environments.	3	CO5

PART B

Answer any five questions. Each question carries 6 marks.

(5 × 6 = 30 Marks)

Q. No.	Question	Max Marks	Course Outcome
11(a)	Explain the communication process and discuss the significance of communication in academic and professional contexts.	6	CO1
11(b)	or Describe various communication models and explain how barriers affect communication effectiveness.	6	CO1

12(a)	Discuss active listening techniques and explain how listening skills contribute to effective professional communication.	6	CO2
12(b)	or Explain the factors affecting speaking clarity and fluency. Suggest measures for improving oral communication skills.	6	CO2
13(a)	Explain various reading strategies used for comprehension and critical analysis of texts.	6	CO3
13(b)	or Discuss the importance of summarizing and paraphrasing in academic and professional communication with examples.	6	CO3
14(a)	Draft a formal email to a company requesting information regarding internship opportunities. Explain the features of effective professional writing.	6	CO4
14(b)	or Discuss the structure and format of report writing. Prepare an outline of a report on a technical event conducted in your institution.	6	CO4
15(a)	Explain the qualities of an effective presenter. Discuss strategies for successful participation in group discussions.	6	CO5
15(b)	or Discuss interview skills and explain the role of communication technology and professional etiquette in the workplace.	6	CO5

