Semester II

Professional Communication

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 Hrs. 30 Mins	Theory	40	60

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

2. **Prerequisites:** Nil

Syllabus

Module Number	Syllabus Description	Contact Hours
1	Definition and significance of communication; communication process and models; verbal and non-verbal communication; barriers to effective communication; communication technology and etiquette.	6
2	Active and passive listening; effective listening strategies; note-taking; speaking clarity and fluency; pronunciation and intonation; presentation skills.	6
3	Reading strategies; reading comprehension; critical analysis; summarizing and paraphrasing; grammar; vocabulary development.	6
4	Emails, letters and memos; report writing; resumes and cover letters; group discussions; interviews; professional communication practices.	7
	Total Hours	**25**

3. **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, each student can choose any one full question out of two questions.

Part A	Part B	Total
● 2 Questions from each module. ● Total of 8 Questions, each carrying 3 marks. **(8x3 =24 marks)**	● Each question carries 9 marks. ● Two questions will be given from each module, out of which 1 question should be answered. ● Each question can have a maximum of 3 subdivisions. **(4x9 = 36 marks)**	**60**

4. 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

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

5. Mapping of Course Outcomes with Program Outcomes

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11
CO1	-	-	-	-	-	-	-	-	2	3	-
CO2	-	-	-	-	-	-	-	-	-	3	1
CO3	-	-	-	-	-	-	-	-	-	3	2
CO4	-	-	-	-	-	-	-	-	3	3	-

Note: 1: Slight (Low), 2: Moderate (Medium), 3: Substantial (High), - : No Correlation

6. 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	3/e, 2015
2	Technical Communication: Process and Product	Sharon J. Gerson & Steven M. Gerson	Pearson	9/e, 2017

7. 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	1/e, 2005

8. Video Links or any other Reference Materials

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

9. Model Question Paper

MODEL QUESTION PAPER			
FEDERAL INSTITUTE OF SCIENCE AND TECHNOLOGY(FISAT) (Autonomous) SECOND SEMESTER B. TECH DEGREE EXAMINATION (2026 Scheme)			
Course Code : 26ABCHM201 Course Name : Professional Communication			
Programme : CE/CSE/CSD/ECE/EEE/EIE/ME			
Max. Marks: 60		**Duration: 2 hours 30 minutes**	
PART A			
	(Answer all questions. Each question carries 3 marks)	**CO**	**Marks**
1	Define communication and explain any two barriers to effective communication.	CO1	(3)
2	Differentiate between verbal and non-verbal communication with suitable examples.	CO1	(3)
3	What is active listening? Explain any two characteristics of an effective listener.	CO2	(3)
4	Explain the importance of pronunciation and intonation in professional speaking.	CO2	(3)
5	What is reading comprehension? Mention any two reading strategies.	CO3	(3)
6	Distinguish between summarizing and paraphrasing.	CO3	(3)
7	State any three principles of effective email writing.	CO4	(3)
8	What are the essential sections of a professional resume?	CO4	(3)

PART B			
(Answer any one full question from each module, each question carries 9 marks)			
Module - 1		**CO**	**Marks**
9	Explain the communication process and discuss the significance of communication in academic and professional contexts.	CO1	(9)
10	Describe various communication models and explain how barriers affect communication effectiveness.	CO1	(9)
Module - 2		**CO**	**Marks**
11	Discuss active listening techniques and explain how listening skills contribute to effective professional communication.	CO2	(9)
12	Explain the factors affecting speaking clarity and fluency. Suggest measures for improving oral communication skills.	CO2	(9)
Module - 3		**CO**	**Marks**
13	Explain various reading strategies used for comprehension and critical analysis of texts.	CO3	(9)
14	Discuss the importance of summarizing and paraphrasing in academic and professional communication with examples.	CO3	(9)
Module - 4		**CO**	**Marks**
15	Draft a formal email to a company requesting information regarding internship opportunities. Explain the features of effective professional writing.	CO4	(9)
16	Discuss the structure and format of report writing. Prepare an outline of a report on a technical event conducted in your institution.	CO4	(9)

****