



# SYMBIOSIS COLLEGE OF ARTS AND COMMERCE

An Empowered Autonomous College | Under Savitribai Phule Pune University  
Reaccredited 'A+' with 3.51 CGPA For Third Cycle By NAAC | COLLEGE with Potential for Excellence

## UG Curriculum

PROGRAM	BA	BA(Hon)	B.Com	B.Com(Hon)	M.Com	MA - Eng	MA- Eco	MA- Psy
Tick ✓								

SEMESTER	1	2	3	4	5	6	7	8
Tick ✓								

SPECIALIZATIONS									
BA	Eco	Eng	Psy	Gen					
Tick ✓									
BCOM	Costing	Banking	Entrep	MKT	Fin & Acc	Mgt Acc	HRM	Bus Analytics	Gen
Tick ✓									

Name of the Department	Centre for Skills Development
Name of Head of Department	Dr.Neelofar Raina
Title of the Course	Learning Communication Skills
Course Code	SKL09
Type of Course (New / Revised)	revised
Number of Credits	2
Date of Approval by BoS	26/10/21
Date of Implementation	2021

Course Outcomes
1. Develop all four functional language skills – speaking, listening, reading and writing skills, and thereby, improve their overall communication skills.
2. Enable themselves to take part in effective communications processes at personal and professional levels.



3. Develop confidence in reading, writing and speaking in English correctly and effectively.
4. Enhance their ability in conducting fluent and smooth oral communication in business environment
5. Improve their ability in using digital platforms and in using digital databases effectively for knowledge sharing and communication across virtual medium.

## DETAILS OF SYLLABUS

UNIT NUMBER	DETAILS	NUMBER OF LECTURES
1	a) <b>Introduction and Ice-breaking Session</b>	2
2	Listening Skills <ul style="list-style-type: none"><li>● Techniques of effective listening – what is the difference between active listening and passive listening</li><li>● Listening and comprehension (through audio lessons)</li><li>● Probing questions – how to ask effective questions for a better communication</li><li>● How to eliminate the common barriers to listening?</li></ul>	4
3	Speaking Skills <ul style="list-style-type: none"><li>● Improving pronunciation through speaking practice</li><li>● Enunciation through speaking practice</li><li>● Effective use of Vocabulary through role-plays in situational contexts</li><li>● Improving fluency through speaking practice</li></ul> Common Errors in communication and how to avoid them	4
4	Reading Skills - techniques of effective reading <ul style="list-style-type: none"><li>● Gathering ideas and information from a given text through identifying the main claim of the text, identifying the</li></ul>	



	<p>purpose of the text, identifying the context of the text and identifying the concepts mentioned</p> <ul style="list-style-type: none"> <li>Evaluating these ideas and information through identifying the arguments employed in the text, identifying the theories employed or assumed in the text</li> <li>Interpreting a text through understanding what a text says and understanding the role and function of the text.</li> </ul>	4
5	<p>Writing Skills – different forms of writing</p> <ul style="list-style-type: none"> <li>How to produce an effective writing that clearly states the claims, avoid ambiguity, vagueness, unwanted generalizations and oversimplification of issues, how to provide background information, effectively argue a claim, provide evidence for the claims, use examples to explain concepts, follow convention</li> <li>How to write a paragraph, properly sequenced, with proper signposting techniques</li> <li>How to write an essay well structured, with well-knit logical sequence, narrative sequence and category groupings</li> </ul> <p>Practice of different forms of writing -</p> <ol style="list-style-type: none"> <li>E-mails</li> <li>Proposal writing for Higher Studies</li> <li>Recording the proceedings of meetings</li> <li>Other forms of formal writing relevant for learners</li> </ol>	4
6	<p><b>Digital literacy in professional life</b></p> <p>Trends and opportunities in using digital technology in workplace</p> <ul style="list-style-type: none"> <li>Internet Basics</li> <li>Introduction to MS Office tools like Paint, Office, Excel, Power-point</li> </ul>	4
7	Effective use of Social-Media	



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	<ul style="list-style-type: none"> <li>● Introduction to social media websites</li> <li>● Advantages of social media</li> <li>● Ethics and etiquettes of social media</li> <li>● How to use Google search better</li> <li>● Effective ways of using Social-Media</li> <li>● Introduction to Digital Marketing</li> </ul>	3
8	<p>Non-verbal communication</p> <ul style="list-style-type: none"> <li>● Introduction to modes of non-verbal communication</li> <li>● Breaking the misbeliefs</li> <li>● Open and Closed Body language</li> <li>● Eye Contact and Facial Expression</li> <li>● Hand Gestures</li> <li>● Do's and Don'ts</li> <li>● Learning from experts</li> </ul> <p>Activities-Based Learning</p>	3
9	<b>Assignment</b>	2
	<b>Total Number of Hours</b>	<b>30 Hours</b>
<b>Reference List</b>		
<ul style="list-style-type: none"> <li>● Communication Skills Training: A Practical Guide to Improving Your Social Intelligence, Presentation, Persuasion and Public Speaking – Ian Tuhovsky</li> <li>● Effective Communication Skills: How to Enjoy Conversations, Build Assertiveness, &amp; Have Great Interactions for Meaningful Relationships – Keith Coleman</li> <li>● Social Media: Global Perspectives, Applications and Benefits and Dangers – Annmarie Bennet</li> <li>● You Can Win: A Step-by-Step Tool for Top Achievers – Shiv Khera</li> <li>● Write Tight: Say Exactly What You Mean with Precision and Power – William Brohaugh</li> </ul>		



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- Understanding Body Language – Scott Rouse

Dr. Neelofar Raina  
Head of Department  
Centre For Skill Development