

## SEMESTER-IV

**ENG–224**

### COMMUNICATION SKILLS-II

**Credit Hour: 3**

Type: Compulsory

#### Course Objectives

This Course is designed to expose Students to the fundamentals of academic and professional communication in order to develop professionals who can effectively apply communication theories and best practices to meet their academic and corporate communication needs.

The Course aims to equip Students with communication skills suitable for their academic Purposes.

#### Course Contents

- **Interpersonal and Group Communication Skills**

Identify and manage misunderstandings.

Recognize when it is appropriate to speak.

Feel and convey empathy towards others.

Manage conflict.

Maintain conversations by taking turns, managing interaction, reciprocal conversation, and self-disclosure.

Allow others to express different views.

Effectively assert his/her views.

Ask questions effectively.

Listen attentively to questions and comments from other communicators.

Answer questions concisely and to the point or issue.

Be open-minded about another's point of view.

Work collaboratively as a team member.

Keep group discussions relevant and focused.

- **Communication Codes**

Use pronunciation, grammar, and articulation appropriate to the designated audience.

Use appropriate vocal behaviors for the message and the audience.

- **Listening Competencies**

Display literal listening competencies.

Recognize main ideas.

Identify supporting details.

Recognize explicit relationships among ideas.

Recall basic ideas and details.

Display critical comprehension competencies.

Attend with an open mind.

Perceive the speaker's Purpose and organization of ideas and information.

Discriminate between statements of fact and statements of opinion.

Distinguish between emotional and logical arguments.

Detect bias and prejudice. - Recognize the speaker's attitude. Synthesize and evaluate by drawing logical inferences and conclusions. Recall implications and arguments.

Recognize discrepancies between the speaker's verbal and nonverbal messages.

Employ active listening techniques when appropriate.

- **Written Communication**

Drafting an Official Letter/E-mail

CV making

How to write memos

Report Writing

Introduction to academic writing

Summarizing, paraphrasing and argumentation skills

Avoiding plagiarism

## **Course Outcomes**

By the end of the Course Students should be able to communicate effectively both verbally and non-verbally, apply the requisite academic communication skills in their essay writing and other forms of academic writing and demonstrate understanding of the fundamentals of communication.

### **Recommended Books:**

Abidi, S. A. H. (1991). Communication information and development. Kenya: Masaki Publishers.

Lucas, S.E. (2004). The art of public speaking. (8th ed.). London: McGraw Hill.

McQuail, A., & Windahl, S. (1993). Communication models for the study of communication. London: Longman.