CERTIFICATE IN ENGLISH PROFICIENCY
SEMESTER-1
CEP-103
English Communication 3: Communication Theory and Tools

MAX. MARKS: 100
EXTERNAL: 70
INTERNAL: 30
PASS: 40%
CREDITS: 5

COURSE OBJECTIVES	
CO1	Explain key concepts verbal and non-verbal communication and apply strategies to overcome barriers for effective interaction.
CO2	Demonstrate listening and speaking proficiency by using appropriate conversational strategies and communicative functions in formal and informal settings.
CO3	Develop coherent written communication including paragraphs, notes, business letters, memos, emails, and structured reports.
CO4	Apply effective reading and business communication skills using methods like KWL, SQ3R, and professional documentation practices for academic

INSTRUCTIONS FOR EXAMINATIONS

1. The syllabus prescribed should be strictly adhered to.
2. The question paper will consist of three sections: A, B, and C. Sections A and B will have four questions each from the respective sections of the syllabus and will carry 10 marks each. The candidates will attempt two questions from each section.
3. Section C will have fifteen short answer questions covering the entire syllabus. The candidates will attempt ten questions and each question will carry 3 marks.
4. The examiner shall give a clear instruction to the candidates to attempt questions only at one place and only once. Second or subsequent attempts, unless the earlier ones have been crossed out, shall not be evaluated.
5. The duration of each paper will be three hours.

Section A

Unit 1: Understanding Human Communication, Constitutive Processes of Communication, Language as a tool of communication, Barriers to Effective communication, Strategies to Overcome the Barriers.

Unit 2: Non-Verbal Communication, Importance of Non-Verbal Communication, Non Verbal Communication and Cultural influences, Body language.

Unit 3: Listening Comprehension: Difference between Hearing and Listening, Barriers to Listening, Effective Listening strategies, Listening in Conversational Interaction, Listening to Structured Talks.

Unit 4: Speaking Strategies: The Speech Process, Conversation and Oral Skills, Types of Conversation: Formal and Informal Strategies for Good Conversation, Improving Fluency and Self- expression, Rhythm in Connected Speech, Ways to improve Pronunciation, Developing Voice Quality.
Unit 5: Speaking Skills: Expressions in different Communicative Functions: Asking Questions; Making Requests and suggestions; Expressing Greetings, Apologies and Gratitude Job Interviews, Group Discussions, Presentation Skills.

Section B

Unit 6: Reading Comprehension: Introduction, Reading Process, Reading different kinds of Texts, Reading Methods- Using KWL for reading comprehension, SQ3R approach.
Unit 7: Effective Written Communication: Constituents of Effective Writing, Coherence and Cohesion for effective writing, Paragraph Development, Note Making.
Unit 8: Business correspondence-I: Documenting and Editing Skills. Memo writing.
Unit 9: Business correspondence-II: Letter writing, Resume/CV, E mails for Communication.
Unit 10: Business correspondence-III: Writing Reports, Describing Tables and Charts, Meetings: Agenda and Minutes.