

**Shivaji University, Kolhapur**  
**Programme: B. Com.**  
**Level 4.5 Semester- I**  
**Course Code: SEC (E) - I**  
**SEC-I Communication Skills Paper-I**  
(Introduced from June 2024)

**Course Outcomes:**

At the end of the course, students will be able to

1. Implement verbal and non-verbal codes for effective communication
2. Demonstrate listening and speaking skills
3. Comprehend the given content effectively
4. Draft resume and cover letter effectively

2 Credits	50 marks (Semester end examination 40 and internal evaluation 10)	Total 30 hours
<b>Unit No.</b>	<b>Course Content</b>	<b>No. of Hours</b>
<b>Unit-I</b>	<b>Introduction</b>	15 hours
	<p><b>Communication Theory</b></p> <ul style="list-style-type: none"> <li>• Need for effective communication</li> <li>• The process and levels of communication</li> <li>• Professional/Business communication</li> <li>• Communication networks/ flows</li> <li>• Forms and methods (verbal and non-verbal) of communication</li> <li>• Barriers to communication and solutions</li> </ul> <p><b>Listening Skills</b></p> <ul style="list-style-type: none"> <li>• Listening Vs Hearing</li> <li>• Listening to Conversations (Formal and Informal)</li> <li>• Types of Listening</li> <li>• Benefits of Effective Listening</li> <li>• Barriers to Listening</li> <li>• Listening to Announcements- (railway/ bus stations/ airport /sports announcements, commentaries, etc.)</li> </ul> <p><b>Speaking Skills:</b></p> <ul style="list-style-type: none"> <li>• Sounds in English</li> <li>• Essentials of Speaking</li> <li>• Qualities of Speaker, Benefits of Speaking</li> <li>• Self-development through Speaking skills</li> </ul>	

	<ul style="list-style-type: none"> <li>• Tasks: Speech, Presentation, Narration</li> </ul>	
<b>Unit-II</b>		15 hours
	<p><b>Reading Skills</b></p> <ul style="list-style-type: none"> <li>• Purpose, Process, Methodologies, Skimming and Scanning,</li> <li>• Levels of Reading, Reading Comprehension, Academic Reading Tips</li> </ul> <p><b>Writing Skills</b></p> <ul style="list-style-type: none"> <li>• Basics of writing, Types of writing styles, Writing Process</li> <li>• Effective writing techniques</li> <li>• Creative writing</li> <li>• Tasks: Blog writing, Essay writing, Report writing, Writing Paragraphs, Articles, and Stories, Formal/Informal Invitation, Business letters, etc.</li> </ul>	

(As it is SEC, the time of this course can be utilized as 20% for theoretical knowledge and 80% for practical exercises and experiential learning)

**Reference Books Recommended:**

1. Technical Communication: Principles and Practice, Meenakshi Raman & Sangita Sharma Oxford University Press 2022.
2. Personality Development and Soft-Skills, Barun K. Mitra Oxford University Press 2016.
3. Communication Skills Meenakshi Raman & Sangeeta Sharma Oxford University Press 2013.

**Nature of Question Paper**  
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**Assessment:** Formative assessment should be based on experiential learning and skill-oriented activities. Internal evaluation will consist of the practical test of 10 marks. Semester-end-examination will be for 40 marks.

**Instructions:**

1. Question 1 and 2 are compulsory.
2. Attempt any three questions from 3 to 6.

Total Marks 40

Time 90 minutes

Question No. 1	Multiple Choice Questions (8 questions)	8 Marks
Question No. 2	Write Short notes (Any two out of three)	8 Marks
Question No. 3	Practical question/ Case study (Skill oriented)	8 Marks
Question No. 4	Practical question/ Case study (Skill oriented)	8 Marks
Question No. 5	Practical question/ Case study (Skill oriented)	8 Marks
Question No. 6	Practical question/ Case study (Skill oriented)	8 Marks

(Questions should test skill enhancement)