

SCHEME : K

Name : _____

Roll No. : _____ Year : 20__ 20__

Exam Seat No. : _____

LABORATORY MANUAL FOR PROFESSIONAL COMMUNICATION (312002)



FIRST YEAR ENGINEERING



**MAHARASHTRA STATE BOARD OF
TECHNICAL EDUCATION, MUMBAI
(Autonomous) (ISO 9001: 2015) (ISO/IEC 27001:2013)**

Vision

To ensure that the Diploma level Technical Education constantly matches the latest requirements of Technology and industry and includes the all-round personal development of students including social concerns and to become globally competitive, technology led organization.

Mission

To provide high quality technical and managerial manpower, information and consultancy services to the industry and community to enable the industry and community to face the challenging technological & environmental challenges.

Quality Policy

We, at MSBTE are committed to offer the best in class academic services to the students and institutes to enhance the delight of industry and society. This will be achieved through continual improvement in management practices adopted in the process of curriculum design, development, implementation, evaluation and monitoring system along with adequate faculty development programmes.

Core Values

MSBTE believes in the following:

- Skill development in line with industry requirements
- Industry readiness and improved employability of Diploma holders
- Synergistic relationship with industry
- Collective and Cooperative development of all stake holders
- Technological interventions in societal development
- Access to uniform quality technical education

**A Practical Manual
for
Professional Communication
(312002)**

Semester-II

**Diploma in Engineering and Technology
(All Programmes)**



**Maharashtra State Board of Technical
Education, Mumbai**

(Autonomous) (ISO 9001:2015) (ISO/IEC 27001:2013)

‘K’ Scheme Curriculum



Maharashtra State Board of Technical Education, Mumbai
(Autonomous) (ISO 9001:2015) (ISO/IEC 27001:2013)
4th Floor, Government Polytechnic Building
49, Kherwadi, Bandra (East), Mumbai – 400051



Maharashtra State Board of Technical Education Certificate

This is to certify that Mr./Ms. Roll No.....
of the Second Semester of Diploma in
Engineering/Technology (Program Code -2K) of the Institute
..... (Inst. Code.....) has
completed the practical work satisfactorily for the course Professional
Communication (**PCO**) (Course Code: 312002) for the academic year 20..... –
20..... as prescribed in the curriculum.

Place

Enrollment No.....

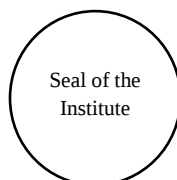
Date:

Exam Seat No.

Course Teacher

Head of the Department

Principal



Preface

This laboratory manual is designed by MSBTE for the second semester course - Professional Communication. This manual is meticulously crafted to provide valuable practical learning experiences aligned with MSBTE 'K' Scheme Curriculum.

The primary objective is to equip diploma engineering students with essential communication skills vital for success in the workplace through dynamic activities such as role plays, group discussions, presentations, seminars and mock interviews. The prime motto is to cultivate active listening and fundamental skills necessary for effective communication. Furthermore, this manual offers practical exercises designed to master the intricacies of delivering impactful presentations and seminars. The diploma engineers will also gain insights into note-taking and note-making techniques crucial for efficient information synthesis. Formal written communication, including office drafting and crafting job application and resume, are emphasized in this manual. Additionally, the students will learn the art of email writing, a vital aspect of modern communication requiring clarity, professionalism and ethics.

Technical report writing is another focal point of this manual, aiming to develop a structured approach to conveying complex information in a professional setting. Exposure to communication barriers will enable the students to communicate effectively, resolve conflicts, and collaborate seamlessly, fostering personal and organizational success. Through firsthand experience in listening to audio content, the students will naturally develop language skills while exploring various life-learning content. The mock interview included in this manual will provide the insights into job interviews and the importance of formal dressing for these occasions. With an assurance this manual offers practical guidance to empower you in mastering the art of communication.

We sincerely hope that this manual proves to be an invaluable resource in your professional journey toward becoming adept communicators.

Program Outcomes (POs) to be achieved through Practical:

PO1	Basic and Discipline specific knowledge: Apply knowledge of basic mathematics, science and engineering fundamentals and engineering specialization to solve the engineering problems.
PO2	Problem analysis: Identify and analyses well-defined engineering problems using codified standard methods.
PO3	Design/ development of solutions: Design solutions for well-defined technical problems and assist with the design of systems components or processes to meet specified needs.
PO4	Engineering Tools, Experimentation and Testing: Apply modern engineering tools and appropriate technique to conduct standard tests and measurements.
PO5	Engineering practices for society, sustainability and environment: Apply appropriate technology in context of society, sustainability, environment and ethical practices.
PO6	Project Management: Use engineering management principles individually, as a team member or a leader to manage projects and effectively communicate about well-defined engineering activities.
PO7	Life-long learning: Ability to analyses individual needs and engage in updating in the context of technological changes.

List of Relevant Skills

- Listening
- Speaking
- Reading
- Writing
- Lateral Thinking
- Composition
- Comprehension
- Basic Computer Skills (Microsoft Office)

Practical Course Outcome Matrix

Course Outcomes (COs)

CO1	Communicate effectively (oral/spoken and written) in various formal and informal situations <u>minimizing the barriers</u> .
CO2	Develop listening skills through active listening and note taking.
CO3	Write circulars, notices and minutes of the meeting.
CO4	Draft inquiry letter, complaint letter, Job application with resume / CV, Compose effective E - mails.
CO5	Write Industrial reports.

Sr. No.	Title of the Experiment	CO1	CO2	CO3	CO4	CO5
1	*Communication Process and Cycle	✓				
2	Role Plays and Group Discussion	✓				
3	*Active Listening		✓			
4	*Presentations / Seminars	✓				
5	*Note Taking and Note Making		✓			
6	*Agenda and Minutes of the meeting			✓		
7	*Office Drafting			✓		
8	*Type Job Application with Resume / CV				✓	
9	* E- Mail writing				✓	
10	*Technical Report writing					✓
11	*Barriers to Communication	✓				
12	Complaint and Enquiry letter				✓	
13	Psychological barriers to Communication	✓				
14	*Listening Skills		✓			
15	* Typed Job Application, Resume / CV/ formal dressing and Interview				✓	

Guidelines to Teachers

I. Guidelines regarding strategies to be used

1. For difficult practical, if required, teacher could provide the demonstration of the practical emphasizing on the skills that the student should achieve.
2. Teachers should give opportunity to the students for exhibiting their skills after the demonstration.
3. Assess students' skill achievement related to COs of each unit.

II. Teaching-Learning & Assessment Scheme

Course Code	Course Title	Abbr	Course Category/s	Learning Scheme						Credits	Assessment Scheme														Total Marks
				Actual Contact Hrs./Week			SLH	NLH	Paper Duration		Theory				Based on LL & TL				Based on SL						
				CL	TL	LL					Practical														
											FA-TH	SA-TH	Total		FA-PR		SA-PR		SLA						
													Max	Min	Max	Min	Max	Min	Max	Min					
312002	PROFESSIONAL COMMUNICATION	PCO	SEC	-	-	2	-	2	1	-	-	-	-	-	25	10	25@	10	-	-	50				

Note:

1. For SA-PR, @ refers to Internal Assessment.
2. For FA-PR, if a student does not secure minimum passing marks, he/she shall be declared as 'detained' in the respective semester.

Instructions for Students

1. 100% attendance is compulsory for all practical sessions.
2. Students must adhere to ethical practices.
3. Plagiarism is strictly prohibited.
4. Students should accomplish the requisites of Teamwork, Collaboration and Group Dynamics during the practical sessions.
5. Conscious practice to develop professional communication on your own in and out of class is essential to achieve the course objectives.
6. All the students must follow the schedule of practical sessions, complete the assigned work/activity and submit the assignment in stipulated time as instructed by the course teacher.
7. Follow formal attire and maintain personal appearance.

Content Page

List of Practical and Formative Assessment Sheet

Sr. No	Practical Title	Date of Performance	Date of Submission	Assessment Marks (25)	Teacher's Sign	Remark
1	*Communication Process and Cycle					
2	Role Plays and Group Discussion					
3	*Active Listening					
4	*Presentations / Seminars					
5	*Note Taking and Note Making					
6	*Agenda and Minutes of the meeting					
7	*Office Drafting					
8	*Type Job Application with Resume / CV					
9	* E- Mail writing					
10	*Technical Report writing					
11	*Barriers to Communication					
12	Complaint and Enquiry letter					
13	Psychological barriers to Communication					
14	*Listening Skills					
15	*Typed Job Application, Resume / CV/ formal dressing and Interview					
Total Marks (Out of 25) (*To be transferred to proforma of CIAAN-2017)						

'*' Marked Practical (LLOs) are mandatory.

Practical No. 1: Communication Process and Cycle

I. Practical Significance

Effective communication is the cornerstone of any society or organization, serving as a vital tool for interaction and progress. Its significance permeates through every facet of an individual's life, whether personal, professional, or social. Notably, proficiency in communication often correlates with accelerated career advancement. This is particularly pertinent for engineers, who dedicate a substantial portion of their time to communication-related tasks. In this context, this learning experience has been designed to encourage the learners to communicate effectively at the workplace.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO1 - Communicate effectively (oral and written) in various formal and informal situations minimizing the barriers.

IV. Laboratory Learning Outcome(s)

LLO.1. Draw a communication cycle using real life examples and explain the process of communication.

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self-learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

Students should have knowledge about the meaning and importance of communication.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and laboratory material carefully.
3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Read, understand the instructions given in the practical manual and discuss the topic with your Course Teacher and peer group.
2. Login to system or language lab account.

3. Search information about meaning, elements and process of communication.
4. Draw the diagram of the communication cycle.
5. Describe the process of communication with an example or event.
6. Discuss/present communication cycle with peer group and Course Teacher.
7. Submit the written content.

X. Assessment Scheme (25 Marks)

S. No.	Weightage- Process related: 60%	Marks-15
1.	Following safety precautions/ethics and other given instructions and maintain personal appearance	
2.	Demonstration of self-learning through active participation	
3.	Preparation of content rationally	
	Weightage- Product related: 40%	Marks-10
4.	Presentation of the content appropriately	
5.	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

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Dated Signature of Course Teacher

XII. Practical related questions

1. Write the importance of professional communication in 4 to 5 sentences.

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2. Draw communication cycle.



3. Use any two real life communication situations and explain the communication process.

[illegible]

XIII. References/Suggestions for further reading

1. Communication skills - Urmila Rai, S.M. Rai
2. English for Technical communication – Sudharshana N.P., Savitha C.
3. Communication Skills - Sanjay Kumar, Pushpa Lata
4. Relevant videos based on communication skills
5. <https://www.potentialunearthed.co.uk/wp-content/uploads/2017/09/Comms-Cycle-Handout.pdf>

Practical No. 2: Role Plays and Group Discussion

I. Practical Significance

Group discussion (GD) serves as a multifaceted evaluation tool employed in various contexts. Its purpose extends beyond mere assessment of knowledge, delving into the realms of cognitive processes, emotional intelligence, and interpersonal dynamics within a group setting. By observing participants' thoughts, feelings, and actions, GD provides a comprehensive insight into their overall personality and suitability for different scenarios. Similarly, role play offers a practical approach to honing conversational, negotiation, and debate skills by simulating real-world situations. Through participation in role play activities, individuals develop teamwork, cooperation, and confidence in expressing themselves on stage. This learning experience will encourage learners to explore different modes of communication through group discussion and role play, thereby enhancing participants' ability to communicate effectively within the workplace environment.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO1 - Communicate effectively (oral/spoken & written) in various formal and informal situations minimizing the barriers.

CO2 - Develop listening skills through active listening and note taking.

IV. Laboratory Learning Outcome(s)

LLO 2.1 Undertake the Role play / Group discussion to illustrate types / barriers to communication

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self-learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

Students should have knowledge about types of communication, barriers to communication, relevant vocabulary and grammatical structures to express the ideas in English correctly and clearly.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and laboratory material carefully.
3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Students are guided to know the basics of group discussion/role play referring to online or print resources.
2. The group is formed and time is allowed to explore the topic/situation
3. Students should make note/script related to topic based on brainstorming
4. A lead participant initiates the discussion and the narrator opens the role play.
6. Participants in the group express their views on the given topic and participants enact the roles assigned to them.
7. One of the participants concludes the discussion by summarizing the content.
8. Teacher evaluates overall group dynamics and performance.
9. Submit the assignment.

X. Assessment Scheme (25 Marks)

S. No.	Process related: 60%	Marks-15
1	Following safety precautions/ethics and other given instructions	
2	Demonstration of self-learning through active participation	
3	Preparation of content rationally	
	Product related: 40%	Marks-10
4	Presentation of the content in appropriate format as per guidelines	
5	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

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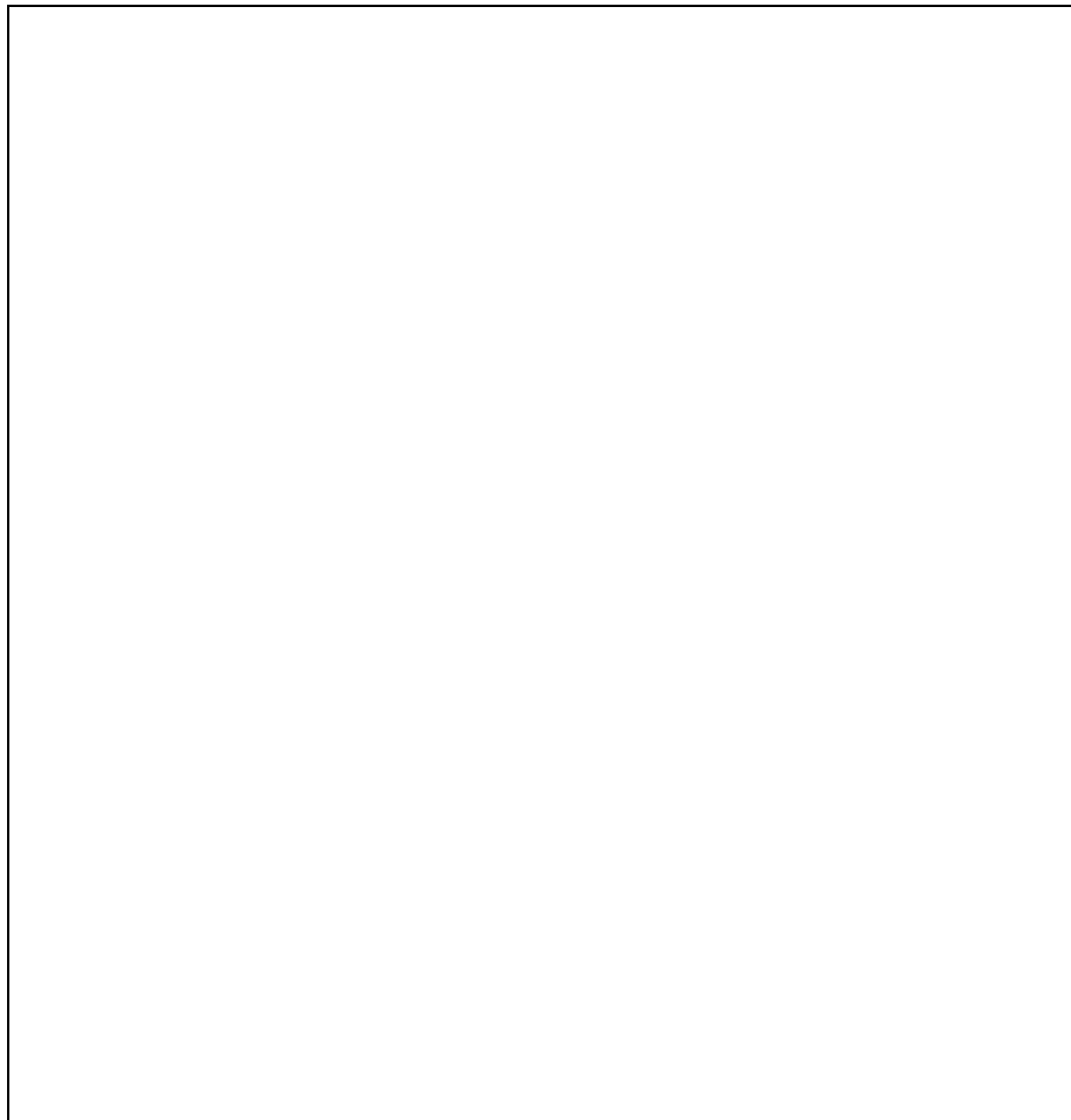
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Dated Signature of Course Teacher

XII. Practical related questions**1. Select a topic for your group discussion/role play.**

Title of the topic :

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Stick the pictures of your group discussion/role play performance.

2. Make notes based on the topic/paste the print of your script.

This image shows a full page of white paper with horizontal dashed lines, typical of primary-ruled notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

XIII. References/Suggestions for further reading

1. Communication skills - Urmila Rai, S.M. Rai
2. English for Technical communication – Sudharshana N.P., Savitha C.
3. Communication Skills - Sanjay Kumar, Pushpa Lata
4. Relevant videos/URLs based on communication skills
5. <https://journals.sagepub.com/doi/pdf/10.2304/plat.2004.4.1.55>

Practical No. 3: Active Listening

I. Practical Significance

Note-taking and active listening are important skills with practical significance in various aspects of life. Listening and note taking enhances the skills like: comprehension, retention and application of information. In academics effective note taking complements in studying and reinforces learning. In a professional environment active listening fosters better communication and understanding. Both the skills contribute to personal development, helping individuals organize thoughts, remember details and make decisions.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO2 - Develop listening skills through active listening and note taking.

IV. Laboratory Learning Outcome(s)

LLO 3.1 Listen to audios in the language lab and make notes of it.

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self-learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

Students should have basic knowledge of note taking techniques.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01 system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and laboratory material carefully.
3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Log in to your account/student console/ assigned folder.
2. Explore the basics of note taking techniques using online resources.
3. Listen to the audio/video content.

4. Make a note based on the content using techniques of note making
5. Submit the assignment.

X. Assessment Scheme (25 Marks)

S. No.	Weightage- Process related: 60%	Marks-15
1.	Following safety precautions/ethics and other given instructions and maintain personal appearance	
2.	Demonstration of self-learning through active participation	
3.	Preparation of content rationally	
	Weightage- Product related: 40%	Marks-10
4.	Presentation of the content in appropriate format as per guidelines	
5.	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

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Dated Signature of Course Teacher

XII. Practical related questions

1. Listen to the audio / watch video content/session on podcast and take notes of the session.

This image shows a full page of white paper with horizontal dotted lines, typical of primary school writing paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

This image shows a full page of primary-ruled paper. It features 20 evenly spaced horizontal dotted lines across the entire page, providing a guide for handwriting practice. The lines are black dots on a white background, and there are no margins or other markings present.

XIII. References/Suggestions for further reading

1. Communication Skills - Urmila Rai, S.M. Rai
2. English for Technical communication – Sudharshana N.P., Savitha C.
3. Communication Skills - Sanjay Kumar, Pushpa Lata
4. Relevant Videos/ URLs based on communication skills
5. <https://www.coursera.org/articles/active-listening>

Practical No. 4: Presentations / Seminars**I. Practical Significance**

An engineering professional is required to communicate complicated concepts to clients and coworkers in an effective and understandable way. The ability to prepare and give a strong presentation becomes crucial for one's career advancement. To make a presentation effective, one needs to adhere to the seven Cs of communication. A seminar has the function of bringing together small groups for recurring meetings, focusing each time on some particular subject, in which everyone present is requested to participate. This practical experience will help the students to prepare and deliver effective presentations.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO1 - Communicate effectively (oral/spoken and written) in various formal and informal situations minimizing the barriers.

CO2 - Develop listening skills through active listening and note taking.

IV. Laboratory Learning Outcome(s)

LLO 4.1 Give a presentation / seminar using 7 Cs of Communication.

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self-learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

Students should have knowledge about types of communication, barriers to communication, relevant vocabulary, grammatical structures and presentation skills to express the ideas in English correctly and clearly.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and laboratory material carefully.
3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Log in to your account/student console/ assigned folder.
2. Explore the online resources to comprehend the basics of presentation, seminar and 7C's of communication.
3. Discuss and finalize the topic of presentation/seminar with your course teacher.
4. Design PowerPoint presentation referring to standard formats of presentation.
5. Finalize and revise your presentation in consultation with the course teacher.
6. Deliver the presentation/participate in seminar
7. Submit the assignment.

X. Assessment Scheme (25 Marks)

S. No.	Weightage- Process related: 60%	Marks-15
1	Following safety precautions/ethics and other given instructions and maintain personal appearance	
2	Demonstration of self-learning through active participation	
3	Preparation of content rationally	
	Weightage- Product related: 40%	Marks-10
4	Presentation of the content in appropriate format as per guidelines	
5	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

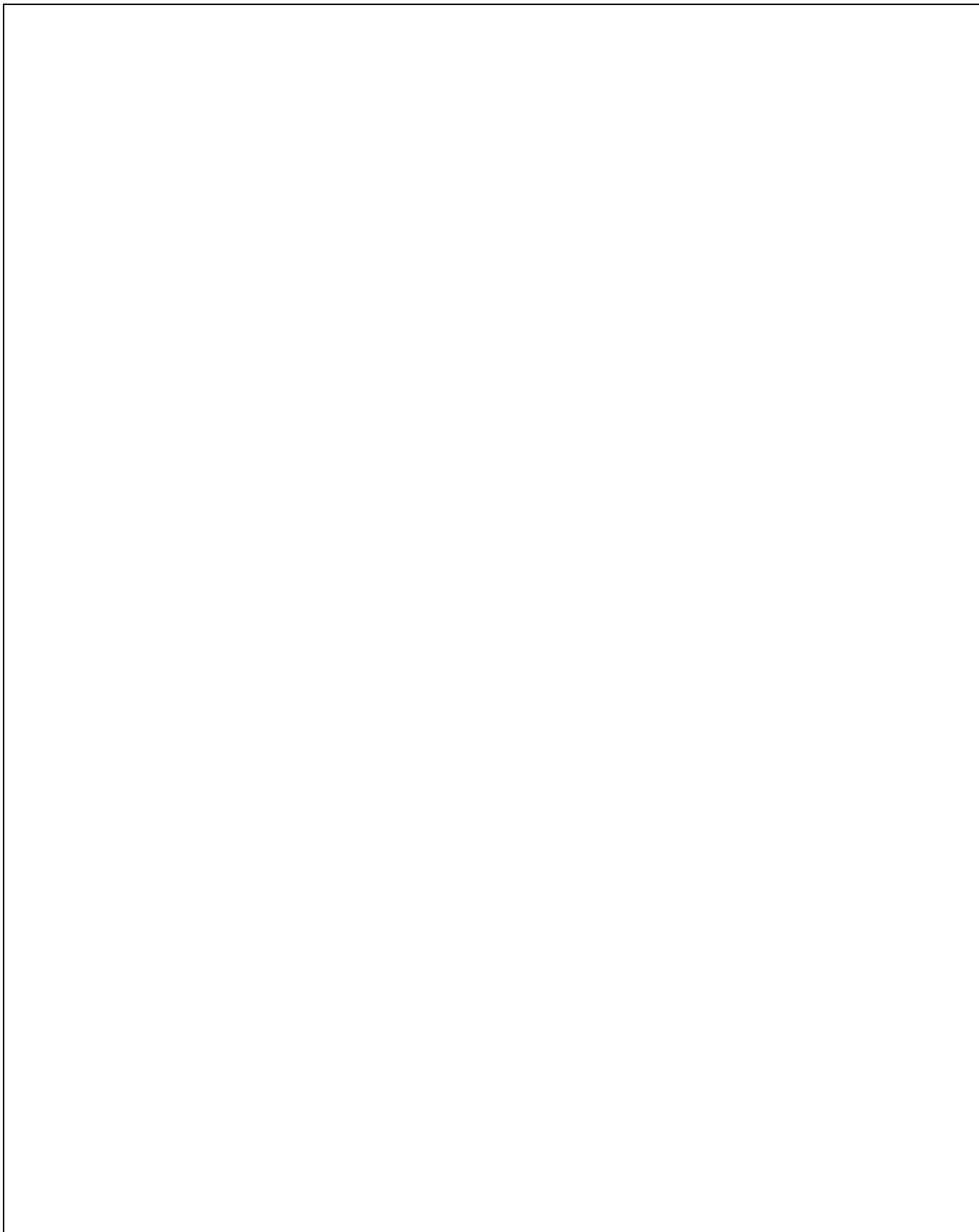
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Dated Signature of Course Teacher

XII. Practical related questions**1. Give a presentation / participate in a seminar using 7 Cs of Communication. (8-10 slides)**

(Paste the print of slide presentation)



Practical No. 5: Note taking & Note making

I. Practical Significance

Note taking starts with jotting down others' ideas in the form of keywords, whereas, note making involves methodically writing down important information or details from a variety of sources that include books, papers, conferences, and journals. Making notes calls for more active participation than taking notes, which calls for more active listening. Accurately capturing key points in a relevant and engaging way is crucial. The aforesaid skills enable people to record and arrange important facts, which improves understanding and application of knowledge in the course of work.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO1 - Communicate effectively (oral/spoken and written) in various formal and informal situations minimizing the barriers.

CO2 - Develop listening skills through active listening and note taking.

IV. Laboratory Learning Outcome(s)

LLO 5.1 Explain the types of note taking with examples and make notes on topics related to curriculum.

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self-learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

The students should have knowledge about LSRW, types of communication and writing skills. Contextual and precise usage of keywords is necessary for note-taking and note-making.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and laboratory material carefully.
3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Log in to your account/student console/ assigned folder.
2. Read the instructions from the lab document related to this assignment carefully and discuss your understanding with the course teacher.
3. Read, understand and discuss various techniques of note taking and note making.
4. Watch videos on any topic in consultation with the course teacher.
5. Take notes while watching the video using any one type of note taking technique.
6. Make notes for the content you watched/listened to.
7. Submit your assignment.

X. Assessment Scheme (25 Marks)

S. No.	Weightage- Process related: 60%	Marks-15
1	Following safety precautions/ethics and other given instructions and maintain personal appearance	
2	Demonstration of self-learning through active participation	
3	Preparation of content rationally	
	Weightage- Product related: 40%	Marks-10
4	Presentation of the content in appropriate format as per guidelines	
5	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

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Dated Signature of Course Teacher

XII. Practical related questions

1. Explain the importance and types of note-taking by referring to relevant content.

[illegible]

- 2. Read informative content online and make notes using a mind map or flowchart based on the content related to the curriculum.**



XIII. References/Suggestions for further Reading

1. Soft Skills and Employability Skills- Pillai, Sabina, Fernandez, Agna
2. Developing Communication Skills – Krishna Mohan and Meera Banerji
3. Communication Skills - Urmila Rai, S.M. Rai
4. English for Technical communication – Sudharshana N.P., Savitha C.
5. <https://www.oxfordlearning.com/5-effective-note-taking-methods/>

Practical No. 6: Agenda and Minutes of the Meeting

I. Practical Significance

A meeting is a formal communication among the executives and an indispensable part of organizational dynamics, irrespective of the size of the industry or ownership structure. Well-thought-out planning and preparation leads to productive and effective meetings. Agenda and minutes are the major components of every meeting. A well-constructed agenda serves as a tool for attaining desired meeting outcomes, whereas, well-drafted minutes form the basis of future actions, decisions and serves as a record.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO1 - Communicate effectively (oral/spoken and written) in various formal and informal situations minimizing the barriers.

CO3 - Write circulars, notices and minutes of the meeting.

IV. Laboratory Learning Outcome(s)

LLO 6.1 Prepare agenda for meeting and draft minutes of the meeting.

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self-learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

The students should have knowledge about types of communication and writing skills. Contextual and precise usage of words is necessary for drafting.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and laboratory material carefully.
3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Log in to your account/student console/assigned folder.

2. Read the instructions from the lab document related to this assignment carefully and discuss your understanding with the course teacher.
3. Browse relevant websites and gather information about how to write agenda and minutes of meetings.
4. Discuss the meaning, importance and structure of agenda and minutes of meeting with peers.
5. Type the agenda and minutes of meeting as per the guidelines provided by the course teacher.
6. Validate the draft with the help of the course teacher and print it.
7. Submit the hard copy of the assignment.

X. Assessment Scheme (25 Marks)

S. No.	Weightage- Process related: 60%	Marks-15
1	Following safety precautions/ethics and other given instructions and maintain personal appearance	
2	Demonstration of self-learning through active participation	
3	Preparation of content rationally	
	Weightage- Product related: 40%	Marks-10
4	Presentation of the content in appropriate format as per guidelines	
5	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

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Dated Signature of Course Teacher

XII. Practical related questions

1. Draft an agenda for an official meeting. (Paste the print)

[illegible]

2. Draft minutes based on the official meeting stated above. (Paste the print)

This image shows a full page of primary-ruled paper. It features 20 evenly spaced horizontal dotted lines across the entire width of the page, providing a guide for handwriting practice. The background is white, and there are no margins or other markings present.

XIII. References/Suggestions for further reading

1. Soft Skills and Employability Skills- Pillai, Sabina, Fernandez, Agna
2. Developing Communication Skills – Krishna Mohan and Meera Banerji
3. Communication Skills - Urmila Rai, S.M. Rai
4. English for Technical communication – Sudharshana N.P., Savitha C.
5. <https://www.youtube.com/watch?v=s74P6ZvjvLE>

Practical No. 07: Office Drafting**I. Practical Significance**

Considerable amount of time in any organization demands internal and external communication in oral and written form. It is imperative for engineering professionals to possess the necessary knowledge and abilities to compose numerous written communication formats that are necessary for internal office correspondence such as drafting notice and circular. The ability to write notices and circulars in appropriate formats will help you communicate information clearly and succinctly.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO1 - Communicate effectively (oral/spoken and written) in various formal and informal situations minimizing the barriers.

CO3 - Write circulars, notices and minutes of the meeting.

IV. Laboratory Learning Outcome(s)

LLO 7.1 Draft circulars for the given situation.

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self-learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

The students should have basic knowledge of formal written communication.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and laboratory material carefully.
3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from the lab document related to this assignment carefully and discuss the understanding with your course teacher.

3. Search information regarding circular writing using online resources/reference books.
4. Discuss the meaning, importance of office drafting and circulars with peers.
5. Type an official circular as per the guidelines and instructions given to you by your course teacher.
6. Validate the draft with the course teacher.
7. Submit the hard copy of the assignment.

X. Assessment Scheme (25 Marks)

S. No.	Weightage- Process related: 60%	Marks-15
1	Following safety precautions/ethics and other given instructions and maintain personal appearance	
2	Demonstration of self-learning through active participation	
3	Preparation of content rationally	
	Weightage- Product related: 40%	Marks-10
4	Presentation of the content in appropriate format as per guidelines	
5	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

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Dated Signature of Course Teacher

XII. Practical related questions

1. Draft a circular for an official situation. (Paste the print)

[illegible]

2. Draft a circular for an official situation. (Paste the print)

[illegible]

XIII. References/Suggestions for further reading

1. Soft Skills and Employability Skills- Pillai, Sabina, Fernandez, Agna
2. Developing Communication Skills – Krishna Mohan and Meera Banerji
3. Communication Skills - Urmila Rai, S.M. Rai
4. English for Technical communication – Sudharshana N.P., Savitha C.
5. <https://www.businesscommunicationarticles.com/circular-letter-definition/>

Practical No. 8: Job Application with Resume/CV

I. Practical Significance

A potential employer's first impression of an eligible candidate will be based solely on the initial application letter and resume/curriculum vitae. The application letter is an opportunity to present your unique credentials. Every candidate seeking for a job or upgradation, should make sure his/her application letter and resume are free of errors and present him/her in the best possible way.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO1 - Communicate effectively (oral/spoken and written) in various formal and informal situations minimizing the barriers.

CO4 - Draft enquiry letter, complaint letter, Job application with resume /CV, Compose effective Emails.

IV. Laboratory Learning Outcome(s)

LLO 8.1 Respond to job advertisements referring newspapers, LinkedIn. Write a cover letter with a resume /CV.

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self -learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

The students should have knowledge about types of communication and writing skills. Contextual and precise usage of words is necessary for drafting.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and laboratory material carefully.
3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Log in to your account/student console/ assigned folder

2. Read the instructions from the lab document related to this assignment carefully and discuss the understanding with your course teacher.
3. Study different formats, techniques and templates of writing job application and resume.
4. Search recruitment advertisements for engineers referring to newspapers or websites such as LinkedIn.
5. Type the covering letter and resume on the basis of the selected advertisement.
6. Validate the draft with the help of the course teacher.
7. Submit the hard copy of the job application and resume.

X. Assessment Scheme (25 Marks)

S. No.	Weightage- Process related: 60%	Marks-15
1	Following safety precautions/ethics and other given instructions and maintain personal appearance	
2	Demonstration of self-learning through active participation	
3	Preparation of content rationally	
	Weightage- Product related: 40%	Marks-10
4	Presentation of the content in appropriate format as per guidelines	
5	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

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Dated Signature of Course Teacher

XII. Practical related questions

1. Draft a job application and resume in response to an advertisement from any newspaper/website. (Paste the print)

[illegible]

XIII. References/Suggestions for further reading

1. Soft Skills and Employability Skills- Pillai, Sabina, Fernandez, Agna
2. Developing Communication Skills – Krishna Mohan and Meera Banerji
3. Communication Skills - Urmila Rai, S.M. Rai
4. English for Technical communication – Sudharshana N.P., Savitha C.
5. <https://www.coursera.org/articles/how-to-make-a-resume-for-your-first-job-template>

Practical No. 9: Email Writing

I. Practical Significance

Emails are one of the quickest means for organizations to communicate with all concerned professionals, as it is universal, allowing people to connect worldwide. It is one of the concise, economical, and professional ways of communication. It is a safe and well-organized way of record-keeping. Learning the email writing skills will benefit the students in enhancing their professional and personal communication.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO1 - Communicate effectively (oral/spoken and written) in various formal and informal situations minimizing the barriers.

CO4 - Draft enquiry letter, complaint letter, Job application with resume /CV, Compose effective Emails.

IV. Laboratory Learning Outcome(s)

LLO 9.1 Type Four (formal) E-mails using ethics and etiquette.

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self -learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

Students should have the knowledge of grammar, formal communication and contextual usage of words and basics of formal written skills.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and laboratory material carefully.
3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Log in to your account/student console/ assigned folder.

2. Read, understand the instructions from the lab document related to this assignment carefully and discuss the understanding with your course teacher.
3. Refer to the standard formats of email writing available online and discuss the same with your peers.
4. Draft emails for any four formal situations.
5. Get the drafts verified by your course teacher and make necessary changes.
6. Print the final draft.
7. Submit the final assignment.

X. Assessment Scheme (25 Marks)

S. No.	Weightage- Process related: 60%	Marks-15
1	Following safety precautions/ethics and other given instructions and maintain personal appearance	
2	Demonstration of self-learning through active participation	
3	Drafting of the content of email as per the situation	
	Weightage- Product related: 40%	Marks-10
4	Presentation of the content in appropriate format as per guidelines	
5	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

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Dated Signature of Course Teacher

XII. Practical related questions

Compose formal E-mails (four) following the appropriate format. (Paste the prints)

This image shows a full page of primary-ruled paper. It features multiple sets of three horizontal dashed lines, which are commonly used in elementary school writing to guide letter height and placement. The lines are evenly spaced across the entire page, providing a template for handwriting practice. There is no text or other markings on the paper.

This image shows a full page of white paper with horizontal dotted lines. The lines are evenly spaced and run across the width of the page, providing a guide for handwriting or typing. There are no margins, text, or other markings on the page.

This image shows a full page of white paper with horizontal dotted lines. The lines are evenly spaced and run across the width of the page, providing a guide for handwriting or typing. There are no margins, text, or other markings on the page.

This image shows a full page of white paper with horizontal dotted lines, typical of primary school writing paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

XIII. References/Suggestions for further reading

1. Developing communication skills- Krishna Mohan, Meera Banerji
2. Communication Skills - Urmila Rai, S.M. Rai
3. English for Technical communication – Sudharshana N.P., Savitha C.
4. Communication Skills - Sanjay Kumar, Pushpa Lata
5. Relevant videos based on communication skills
6. <https://learnenglish.britishcouncil.org/business-english/english-emails/unit-4-starting-finishings-emails>

Practical No.10: Technical Report Writing

I. Practical Significance

The prime purpose of a technical report is to present a solution to a problem in order to stimulate a prompt action. Technical reports provide a legal record of your work and decision making. It is an essential part of professional success as it persuades the recipients to know the status of work, to understand the findings of the investigation and to initiate necessary actions. It provides the professionals an opportunity for clear communication and decision making.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO1 - Communicate effectively (oral/spoken and written) in various formal and informal situations minimizing the barriers.

CO5 - Write Industrial reports.

IV. Laboratory Learning Outcome(s)

LLO 10.1 Write a detailed report on Accident/Investigation.

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self -learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

Students should have the knowledge of sentence construction, formal communication and contextual usage of words. Students should be well versed with ethics, code of conduct and guidelines of formal written communication.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and laboratory material carefully.
3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Log in to your account/student console/ assigned folder.

2. Read and understand the instructions from the lab document related to this assignment carefully and discuss the understanding with your course teacher.
3. Refer to relevant websites/books and study the formats of report writing and sample reports.
4. Discuss the reports and formats with your course teacher.
5. Write a technical report for any formal situation designed by you or given by the course teacher.
6. Finalize the content and structure in consultation with the course teacher.
7. Print the report and submit the final assignment.

X. Assessment Scheme (25 Marks)

S. No.	Weightage- Process related: 60%	Marks-15
1	Following safety precautions/ethics and other given instructions and maintain personal appearance	
2	Demonstration of self-learning through active participation	
3	Preparation of appropriate content of the report	
	Weightage- Product related: 40%	Marks-10
4	Presentation of the content in appropriate format as per guidelines	
5	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

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Dated Signature of Course Teacher

XII. Practical related questions

Draft a report on any one formal situation. (A situation can be formulated in consultation with course teacher.) (Paste the print)

[illegible]

[illegible]

XIII. References/Suggestions for further reading

1. Developing communication skills- Krishna Mohan, Meera Banerji
2. Communication Skills - Urmila Rai, S.M. Rai
3. English for Technical communication – Sudharshana N.P., Savitha C.
4. Communication Skills - Sanjay Kumar, Pushpa Lata
5. Relevant videos based on communication skills
6. <https://learnenglish.britishcouncil.org/business-english/english-emails/unit-4-starting-finishing-emails>

Practical No. 11: Barriers to Communication

I. Practical Significance

A language barrier occurs when individuals encounter challenges in communication due to differences in languages, complex vocabulary usage, or inaccurate pronunciation. This barrier impedes effective information exchange, potentially leading to misunderstandings, misinterpretations, and difficulties in accurately conveying messages. In a professional environment, language barriers can pose significant challenges to team collaboration and overall productivity. They may restrict the flow of ideas, diminish participation, and contribute to misunderstandings that compromise work quality. Recognizing the existence of language barriers and implementing strategies to mitigate them can enhance workplace communication and foster improved collaboration among employees.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO1 - Communicate effectively (oral/spoken and written) in various formal and informal situations minimizing the barriers.

IV. Laboratory Learning Outcome(s)

LLO 11.1 Prepare a case study related to linguistic barriers : language ,pronunciation, punctuation, technical jargon and suggest remedies for the same.

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self -learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

The knowledge of vocabulary, sentence construction and basic writing skills in English is required. The students should have the knowledge of concepts of communication barriers.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and laboratory material carefully.
3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Log in to your account.
2. Discuss the topic with your facilitator.
3. Prepare a note based on the linguistic barriers: different language, pronunciation, difference in meaning and the technical jargon using print or online resources.
4. Discuss the same with your peers and facilitator.
5. Prepare a case study based on the linguistic barriers in consultation with the facilitator and discuss remedies to overcome the same.
6. Submit the final assignment.

X. Assessment Scheme (25 Marks)

S. No.	Weightage- Process related: 60%	Marks-15
1	Following safety precautions/ethics and other given instructions and maintain personal appearance	
2	Demonstration of self-learning through active participation	
3	Preparation of appropriate content rationally	
	Weightage- Product related: 40%	Marks-10
4	Presentation of the content in appropriate format as per guidelines	
5	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

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Dated Signature of Course Teacher

XII. Practical related questions

1. Prepare a case study on linguistic barriers relating to pronunciation, difference in meaning, technical jargon and discuss steps to overcome the linguistic barriers.

[illegible]

XIII. References/Suggestions for further reading

1. 1. Communication Skills - Urmila Rai, S.M. Rai
2. English for Technical communication – Sudharshana N.P., Savitha C.
3. Communication Skills - Sanjay Kumar, Pushpa
4. <https://gurmentor.com/what-is-language-barrier-and-how-to-overcome-it/>

Practical No.12: Complaint and Enquiry Letter

I. Practical Significance

Complaint and inquiry letters play integral roles in organizational communication, serving diverse purposes. Complaint letters serve as avenues for customers to express dissatisfaction, enabling organizations to address specific issues and enhance their products, services, or processes. Conversely, inquiry letters are utilized to gather necessary information about a product or service before making a purchase from another company or service provider. Prompt and effective handling of both complaints and inquiries demonstrates the organization's commitment to addressing customer concerns and improving customer satisfaction. Furthermore, understanding and addressing customer complaints can provide valuable insights for service enhancements and contribute to business growth. Therefore, proficiently drafting complaint and inquiry letters is a crucial skill for engineers, as it contributes to fostering a positive reputation for the organization and maintaining strong customer relationships.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO1 - Communicate effectively (oral/spoken and written) in various formal and informal situations minimizing the barriers.

CO4 - Draft enquiry letter, complaint letter, Job application with resume / CV, Compose effective Emails.

IV. Laboratory Learning Outcome(s)

LLO 12.1 Draft complaint / enquiry letter for various situations.

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self-learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

The knowledge of vocabulary, sentence construction and basic writing skills in English is required. The students should have the knowledge of basics of formal written communication.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.

2. Handle headsets and laboratory material carefully.
3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Log in to your account.
2. Refer standard formats and ways of writing complaint and inquiry letters available online or in print resources.
3. Discuss the same with your peers and facilitator.
4. Draft a letter based on the topic suggested.
5. Finalize the content and format in consultation with the facilitator.
6. Print the complaint letter.
7. Submit the final assignment.

X. Assessment Scheme (25 Marks)

S. No.	Weightage- Process related: 60%	Marks-15
1	Following safety precautions/ethics and other given instructions and maintain personal appearance	
2	Demonstration of self-learning through active participation	
3	Preparation of appropriate content rationally	
	Weightage- Product related: 40%	Marks-10
4	Presentation of the content in appropriate format as per guidelines	
5	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

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Dated Signature of Course Teacher

XII. Practical related questions

1. Draft a complaint letter based on any corporate/business situation. (Paste the print)

[illegible]

This image shows a full page of white paper with horizontal dashed lines, typical of primary-ruled notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings present.

1. Communication Skills - Urmila Rai, S.M. Rai
2. English for Technical communication – Sudharshana N.P., Savitha C.
3. Communication Skills - Sanjay Kumar, Pushpa
4. <https://www.successcds.net/learn-english/writing-skills/complaint-letter.html>

Practical No.13: Psychological Barriers to Communication

I. Practical Significance

A psychological barrier refers to any kind of mental disturbance that makes it hard for someone to focus on or understand a message. It is like a mental distraction that gets in the way of clear communication. It may be the lack of attention, poor retention or intense negative emotions that create an obstacle in the smooth flow of communication. An engineer must deal with many minds at work. He/she must understand the types of psychological barriers with the remedies to avoid them to communicate effectively at workplace.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO1 - Communicate effectively (oral/spoken and written) in various formal and informal situations minimizing the barriers.

IV. Laboratory Learning Outcome(s)

LLO 13.1 List psychological barriers to communication

LLO 13.2 Prepare case studies on any two psychological barriers and suggest remedies to overcome the barriers

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self -learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

The knowledge of vocabulary, sentence construction and basic writing skills in English is required. The students should have the knowledge of concepts of communication barriers.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and laboratory material carefully.
3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Log in to your account/student console/ assigned folder

2. Read, understand the instructions from the lab document related to this assignment carefully and discuss the topic with your facilitator.
3. Read the instructions carefully.
4. Refer content related to psychological barriers using print or online resources.
5. Discuss the same with your peers and facilitator.
6. Prepare a case study based on the content.
7. Finalize the content in consultation with the facilitator.
8. Submit the assignment.

X. Assessment Scheme (25 Marks)

S. No.	Weightage- Process related: 60%	Marks-15
1	Following safety precautions/ethics and other given instructions and maintain personal appearance	
2	Demonstration of self-learning through active participation	
3	Preparation of appropriate content rationally	
	Weightage- Product related: 40%	Marks-10
4	Presentation of the content in appropriate format as per guidelines	
5	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

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Dated Signature of Course Teacher

XII. Practical related questions

1. List psychological barriers to communication and prepare case studies on any two psychological barriers and suggest remedies to overcome the barriers.

[illegible]

[illegible]

XIII. References/Suggestions for further reading

1. Communication Skills - Urmila Rai, S.M. Rai
2. English for Technical communication – Sudharshana N.P., Savitha C.
3. Communication Skills - Sanjay Kumar, Pushpa
4. <https://www.communicationtheory.org/causes-of-psychological-barriers-definition-and-examples/>

Practical No.14: Listening Skills

I. Practical Significance

Active listening can help an engineer to actively engage in discussions, asking relevant questions, seeking clarification and gaining a deeper understanding of the problem at the workplace. In this context, the different techniques like mind maps and flowcharts are used to improve active listening. Mind mapping refers to a diagram widely used as a thinking tool for representing tasks, words, concepts, or items linked to and arranged around a central concept or subject. It is an easy way to brainstorm thoughts organically without worrying about order and structure. It allows you to visually structure your ideas to help with analysis and recall. On the contrary, flow charts are used to explain things step by step. It is a diagrammatic representation of the solution to a given problem but, more importantly, it provides a breakdown of the essential steps to solving the problem. When designing and planning a process, flowcharts can help you identify its essential steps and simultaneously offer the bigger picture of the process.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO1 - Communicate effectively (oral/spoken and written) in various formal and informal situations minimizing the barriers.

CO2 - Develop listening skills through active listening and note taking.

IV. Laboratory Learning Outcome(s)

LLO 14.1 Draw flow chart and mind mapping for any topic related to the curriculum.

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self -learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

The knowledge of vocabulary, sentence construction and basic writing skills in English is required. The students should have the knowledge of the different techniques of note making.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and laboratory material carefully.

3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Log in to your account.
2. Read, understand the instructions from the lab document related to this assignment carefully and discuss the topic with the peer group and facilitator.
3. Select a topic referring to the curriculum.
4. Watch a video or listen to audio content carefully.
5. Make a flowchart or mind map based on the selected topic.
6. Present or discuss the content with peers.
7. Submit the assignment.

X. Assessment Scheme (25 Marks)

S. No.	Weightage- Process related: 60%	Marks-15
1	Following safety precautions/ethics and other given instructions and maintain personal appearance	
2	Demonstration of self-learning through active participation	
3	Preparation of appropriate content rationally	
	Weightage- Product related: 40%	Marks-10
4	Presentation of the content in appropriate format as per guidelines	
5	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

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Dated Signature of Course Teacher

XII. Practical related questions

1. Draw a mind map for any topic related to the curriculum or beyond curriculum.

[illegible]

2. Draw a flowchart for any topic related to the curriculum or beyond curriculum.

[illegible]

XIII. References/Suggestions for further reading

1. Developing Communication Skills (Second Edition) – Krishna Mohan, Meera Banerji.
2. Effective Technical Communication – Ashraf Rizvi
3. <https://www.mindtools.com/az4wxv7/active-listening>

Practical No.15: Typed Job Application, Resume / CV / formal dressing and Interview
I. Practical Significance

An interview is a pivotal stage in the job selection process, holding immense significance for both employers and candidates alike. Employers seek candidates who exhibit a blend of skillfulness and intelligence, making the interview a crucial tool for evaluating applicants' capabilities, experience, and personality. For candidates, the interview represents an opportunity to showcase their suitability for the position, regardless of their level of experience. It offers freshers a platform to engage in practice sessions, receive constructive feedback, and refine their skills. Moreover, the interview process enables candidates to develop effective strategies, bolster confidence in tackling challenging questions, and alleviate the nervousness commonly experienced before actual job interviews. Thus, interviews serve as transformative experiences, facilitating growth and preparation for both employers and candidates as they navigate the job selection journey.

II. Industry / Employer Expected Outcome(s)

1. Communicate effectively at workplace.
2. Issues can be identified and resolved by brainstorming solutions.
3. Effective communication ensures strong decision making.

III. Course Level Learning Outcome(s)

CO1 - Communicate effectively (oral/spoken and written) in various formal and informal situations minimizing the barriers.

CO4 - Draft inquiry letter, complaint letter, Job application with resume / CV, Compose effective E - mails.

IV. Laboratory Learning Outcome(s)

LLO 15.1 Face mock interview arranged by your teacher.

V. Relevant Affective Domain related Outcomes

- a. Maintain discipline, etiquettes and positive self -learning attitude.
- b. Inculcate critical thinking and encourage group dynamics.

VI. Relevant Theoretical Background

The knowledge of vocabulary, sentence construction and basic writing skills in English is required. The students should have the knowledge of frequently asked questions (technical and non- technical) in an interview for an engineering job that needs to be explored.

VII. Required Resources

Sr. No.	Name of the Resources	Specifications	Qty
1	Language Learning Software / computer with headphones and internet facility	With facility for listening, speaking, reading, writing, and recording	01system for each student
2	Free online Learning resources	Videos/ Audio/ Text Content/ Web Application	
3	Printer	Laser	01 for a batch
4	Projector / Smart Board and Relevant Charts	-	01 for a batch

VIII. Precautions to be followed

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and laboratory material carefully.
3. Do not insert pen drives into the laboratory computers.

IX. Procedure

1. Log in to your account.
2. Read the instructions and practical significance.
3. Explore the learning sources online to explore the techniques of interviews.
4. Make a note based on the content searched.
5. Discuss or present the content with a peer group.
6. Carry your job application with resume in a well-organized file
7. Participate in the mock interview conducted by the teacher.
8. submit the assignment after a mock interview.

X. Assessment Scheme (25 Marks)

S. No.	Weightage- Process related: 60%	Marks-15
1	Following safety precautions/ethics and other given instructions and maintain personal appearance	
2	Demonstration of self-learning through active participation	
3	Preparation of appropriate content rationally	
	Weightage- Product related: 40%	Marks-10
4	Presentation of the content in appropriate format as per guidelines	
5	Timely submission of assignment	
	Total 25	

XI. Conclusion and Recommendation

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Dated Signature of Course Teacher

XII. Practical related questions**1. Participate in a mock interview arranged by your teacher.****(Carry a copy of Job Application and Resume / CV and be in formal attire)****Self-introduction (Refer to the content online and prepare your self-introduction for interview)**

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Write any 10 frequently asked questions (technical and non-technical) with answers in context with the job interview of an engineer.

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XIII. References/Suggestions for further reading

1. Communication Skills - Urmila Rai & S.M. Rai
2. English for Technical communication – Sudharshana N. P. & Savitha C.
3. Communication Skills - Sanjay Kumar & Pushpa Lata
4. <https://resume.io/resume-templates>
5. <https://www.prospects.ac.uk/careers-advice/applying-for-jobs/write-a-successful-job-application>