

DEPARTMENT OF COMMERCE
SHYAM LAL COLLEGE, UNIVERSITY OF DELHI

Subject-GE-Communication in Management

Course & Sem: BCH /Semester 2/ (NEP)=UGCF

S.N.	From	To	Topics
Week 1	20-Mar-23	25-Mar-23	Introduction to Communications Meaning and Objectives of Communication. Process of Communication. Forms of communication: formal and informal; upward, downward, diagonal and lateral.
Week 2	27-Mar-23	01-Apr-23	Role of a Manager. Barriers to effective communication and overcoming them. Effectiveness in Managerial Communication.
Week 3	03-Apr-23	08-Apr-23	Make use of grapevine. Role of verbal and non-verbal communication; interpreting non-verbal communication.
Week 4	10-Apr-23	15-Apr-23	Meaning and objectives of Listening, Oral Test
Week 5	17-Apr-23	22-Apr-23	Features of a good listener. Analysing poor listening.
Week 6	24-Apr-23	29-Apr-23	Effective listening skills and barriers to effective listening.
Week 7	01-May-23	06-May-23	Spoken Communication -Oral Presentation: Planning, structuring and delivering presentation. Handling queries
Week 8	08-May-23	13-May-23	Challenges and etiquettes associated with Telephonic, web-conferencing and Teleconferencing communication.
Week 9	15-May-23	20-May-23	Principles and steps of effective writing. Seven Cs of Letter writing. Business Letters: inquiries, placing orders, sales letters. Job applications and resumes. Memos.
Week 10	22-May-23	27-May-23	Revision Presentation Test
Week 11	29-May-23	03-Jun-23	Group Discussion Nature, forms and classification of Groups. Role of managers in group discussions. Effective group decision making. Group conflict.
Week 12	05-Jun-23	10-Jun-23	Interviews: Interviewing, Nature and types of Interviewing Questions. Verbal and Non-Verbal aspects of interviewing.
Week 13	12-Jun-23	17-Jun-23	Types of Interviews: structured and unstructured; group and depth.
Week 14	19-Jun-23	24-Jun-23	Planning and conducting meetings. Meeting Process. Ways to effectively lead a meeting. Evaluating meetings and drafting minutes of a meeting.
Week 15	26-Jun-23	01-Jul-23	E-mail, Business Reports and Proposals: E-mail Etiquettes, smartness and presentation. Business Reports and proposals: Writing and purpose.
Week 16	03-Jul-23	08-Jul-23	Revision+ Test +IA showing

Teaching Methods :

- 1 LECTURES
- 2 PRESENTATIONS
- 3 PROJECTS