**DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY-MODULE 1**

**COMMUNICATION SKILLS- COURSE OUTLINE.**

**Objectives**

-Appreciate the importance of communication in the work place

-Develop necessary skills for effective communication

-Appreciate the use of different modes and forms of communication

-Appreciate the role of information and communication technology in communication

-Develop the necessary writing skills for various documents

-Appreciate emerging issues in communication

1. **MEANING OF COMMUNICATION**

-Define terms and concepts used in communication

-explain the purpose of communication

-explain the essentials steps to effective communication

-explain the role of information and communication (I.C.T) in communication

-Terms and concepts used in communication

-purpose of communication

-Essentials to effective communication

-Role of ICT in communication

-Effective use of terms and concepts in communication

-Application of essentials of communication

**2. COMMUNICATION PROCESS**

-stages of communication process

-Barriers to effective communication

Age difference

Social, economical factors

Language

Competition for attention

Environment

Attitude of the sender/receiver and others.

-ways of overcoming barriers to effective communication

-Basic concepts of transmission and receipt of a message

Encoding of message by a sender

Transmission of message through a channel

Decoding a message by receiver

Decoding of feedback by the sender

-Feedback mechanism

-Ethical issues in communication

-Application of the process of communication

-Encoding and decoding message

-Demonstration of ethical issues in communication

**3 .PRINCIPLES OF COMMUNICATION**

-Channels/patterns of communication in a firm:

-vertical

-upward

-downward

-lateral

-diagonal

**4. WRITING SKILLS**

-punctuation marks

-courtesy in writing

Use of polite language

Choice of words

Right expression

-paragraphing development

Support Topic details

sentence

-Essay writing

Descriptive

Explanatory

Narrative

-Functional writing

Business letters

Memorandum

Notices

Agenda

Minutes

Advertisements

e-mail

**5. SUMMARY**

-Importance of summary writing

-Essential steps in summary in writing

-taking notes and summarizing passages

-summarize passages, reports and conversion

**6. WRITING REPORT SKILLS**

-Definition of a report

-Role of the reports in an organization

-types of reports

Oral

Written

Management reports

Operations procedures

Maintenance breakdown and accident report

-preparation of a report writing

Audience analysis

Reading skills

Data collection

Data analysis

-Report writing, editing and dissemination

-Reference styles

-Preparation of power point slides

-preparation of different types of reports

Editing and disseminating of report

-Presenting a report

**7.CONDUCTIG MEETING AND MINUTE WRITING**

-definition of terms meeting and minutes

-role of meetings and minutes in an organization

-types of meetings

-challenges in conduct of meetings and minutes writing

-advantages and disadvantages of meetings

-writing a minutes

**8.INTERVIEWS**

-Meaning of the term interview

-purpose of interviews in an organization

-types of interviwes

-preparation for an interview

-interview skills

-role playing the interviewer and interviewee

**9. Business Correspondence.**

-Business letters

-Memorandum

-Telegram

-Press advertisement

-Questionnaire

-Messages

-Posters.

-Notices