

BUSINESS COMMUNICATION SKILLS (DCA-205)

OUTLINE OF COURSE:

1. Office Correspondence
2. Letter Writing
3. Resume Writing

DETAILED SYLLABUS:

OFFICE CORRESPONDENCE : (10 - Marks)

Receipt and Dispatch of Mail, Noting on the Files, Filing Systems, Classification of Mail, Role & Function of Correspondence, Types of Correspondence.

LETTER WRITING: (10 - Marks)

Letter Components and Layout, Planning a Letter, Process of Letter Writing.

RESUME WRITING: (10 - Marks)

What is a Resume? Creating the First Impression, Does Your Resume Stand Out? Resume Tips, Resume Mistakes, Cover Letters.

INTERVIEW PREPERATION : (10 - Marks)

What is an Interview? Preparing for an Interview, Interview Questions, General Questions, How to nail the behavioural interview, Situational Questions, Asking the Interviewer Questions, Dressing for the Interview, How to Nail the Telephone Interview, Top 10 Job Interview Blunders, How to Answer Illegal Interview Questions, Following Up From the Interview.

PRACTICALS: (40 - Marks)

1. Letter Writing
2. Resume Writing
3. Interview

TEXT BOOK:

1. **PROFESSIONAL COMMUNICATION** – Aruna Koneru, Tenth Reprint 2013. McGrawHill.
2. **BUSINESS CORRESPONDENCE AND REPORT WRITING** – R.C. Sharma & Krishna Mohan, Third Edition, Tata McGraw-Hill.
3. **RESUME SECRETS EXPOSED** – Gavid F. Redelmand, 2012 Edition, Bookboon.com
4. **INTERVIEW SECRETS EXPOSED** – Gavin F. Refelman, 2012 Edition, Bookboon.com

SUGGESTED FURTHER READINGS:

1. **Essentials of Business Communication** – Rajendra Pal & J.S. Korlahalli, Sultan Chand & Sons.
2. **Communication Skills** - Leena Sen , Prentice Hall India.
3. **Business communication** - Asha Kaul, Prentice Hall India.
4. **Creating your CV as a self marketing tool** – Paul H. Brisk, 2012 Edition, Bookboon.com
5. **Career Change 4 U, Three Steps to Success, Book 1: Your CV a Selling Document** – Colm W. Carey, Bookboon.com