



# Sardar Patel Institute of Technology

Bhavan's Campus, Munshi Nagar, Andheri (West), Mumbai-400058-India

(Autonomous Institute Affiliated to University of Mumbai)

Course Code	Course Name	Teaching Scheme (Hrs/week)			Credits Assigned				
		L	T	P	L	T	P	Total	
CPL502	Business Communication and Ethics	--	--	4	--	--	2	2	
		Examination Scheme							Total
		ISE		ESE		Total			
		50		Practical	Oral		50		

<b>Pre-requisite Course Codes</b>	-	
At end of successful completion of this course, student will be able to		
<b>Course Outcomes</b>	CO1	Communicate effectively in both verbal and written form and demonstrate knowledge of professional and ethical responsibilities
	CO2	Participate and succeed in Campus placements and competitive examinations like GATE, CET.
	CO3	Possess entrepreneurial approach and ability for life-long learning.
	CO4	Have education necessary for understanding the impact of engineering solutions on Society and demonstrate awareness of contemporary issues.

Module No.	Unit No.	Topics	Ref.	Hrs.
1		<b>Report Writing</b>		08
	1.1	Objectives of report writing		
	1.2	Language and Style in a report		
	1.3	Types of reports		
2		<b>Technical Proposals</b>		02
	2.1	Objective of technical proposals		
	2.2	Parts of proposal		
3		<b>Introduction to Interpersonal Skills</b>		08
	3.1	Emotional Intelligence		
	3.2	Leadership		
	3.3	Team Building		
	3.4	Assertiveness		
	3.5	Conflict Resolution		
	3.6	Negotiation Skills		
	3.7	Motivation		
3.8	Time Management			



# Sardar Patel Institute of Technology

Bhavan's Campus, Munshi Nagar, Andheri (West), Mumbai-400058-India

(Autonomous Institute Affiliated to University of Mumbai)

<b>4</b>		<b>Meetings and Documentation</b>		<b>02</b>
	<b>4.1</b>	Strategies for conducting effective meetings		
	<b>4.2</b>	Notice		
	<b>4.3</b>	Agenda		
	<b>4.4</b>	Minutes of the meeting		
<b>5</b>		<b>Introduction to Corporate Ethics and etiquettes</b>		<b>02</b>
	<b>5.1</b>	Business Meeting etiquettes, Interview etiquettes, Professional and work etiquettes, Social skills		
	<b>5.2</b>	Greetings and Art of Conversation		
	<b>5.3</b>	Dressing and Grooming		
	<b>5.4</b>	Dinning etiquette		
	<b>5.5</b>	Ethical codes of conduct in business and corporate activities (Personal ethics, conflicting values, choosing a moral response, the process of making ethical decisions)		
<b>6</b>		<b>Employment Skills</b>		<b>06</b>
	<b>6.1</b>	Cover letter		
	<b>6.2</b>	Resume		
	<b>6.3</b>	Group Discussion		
	<b>6.4</b>	Presentation Skills		
	<b>6.5</b>	Interview Skills		
			<b>Total</b>	<b>26</b>

## References:

- [1] Fred Luthans, "*Organizational Behavior*", Mc Graw Hill, edition
- [2] Huckin and Olsen, "*Technical Writing and Professional Communication*", Mc Graw Hill
- [3] Wallace and Masters, "*Personal Development for Life and Work*", Thomson Learning, 12<sup>th</sup> edition
- [4] Heta Murphy, "*Effective Business Communication*", Mc Graw Hill, edition
- [5] B N Ghosh, "*Managing Soft Skills for Personality Development*", Tata McGraw
- [6] Bell . Smith, "*Management Communication*" Wiley India Edition, 3<sup>rd</sup> edition.
- [7] Dr.K.Alex , "*Soft Skills*", S Chand and Company