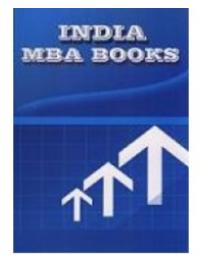
MANAGERIAL COMMUNICATION SKILLS



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PREVIEW OF CHAPTERS SYLLABUS

MANAGERIAL COMMUNICATION SKILLS

Objective: to equip the students with the necessary techniques and skills of communication to inform others, inspire them enlist their activity and willing cooperation in the performance of their jobs. Unit – I: Role of Communication in Business – Objective of Communication – The **Process of** Human Communication – Media of Communication, Written Communication – Oral Communication – Visual Communication, Audio Visual Communication – Silence -**Developing** Listening Skills – Improving Non-verbal Communication kills – Understanding **Cultural Effects** of Communication. **Unit – II: Managing Organization Communication - formal and Informal Communication-Intra** and Personal Communication – Models for Inter Personal Communication – **Exchange Theory**, Johari Window and Transactional Analysis. **Unit-III: Managing Motivation to Influence Interpersonal Communication – Inter-**Personal **Perception – Role of Emotion in Inter Personal Communication- Communication** Styles – **Barriers of Communication – Gateways to Effective Interpersonal Communication Unit-IV: Business Writing Skills – Significance of Business Correspondence, Essentials of Effective Business Correspondence, Business Letter and Forms, Oral Presentations** – Meetings, **Telephone Communication – Use of Technology in Business Communication, E-mail** Messages. **Unit-V: Report Writing – Meaning and Significance; Structure of Reports; Negative**, **Persuasive**

and Special Reporting; Informal Report – Proposals; Formal Reports; Organization of Press Report

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