

2.1 COMMUNICATION SKILLS – II

L T P
3 - 2

RATIONALE

Interpersonal communication is a natural and necessary part of organizational life. Yet, communicating effectively can be challenging because of our inherent nature to assume, overreact to and misperceive what actually is happening. Poor communication or lack of communication is often cited as the cause of conflict and poor teamwork. In today's team-oriented workplace, managing communication and developing strategies for creating shared meaning are crucial to achieve results and create successful organizations. The goal of the Communicating Skills course is to produce civic-minded, competent communicators. To that end, students must demonstrate oral as well as written communication proficiency. These include organizational and interpersonal communication, public address and performance. The objectives of this subject are understanding how communication works, gaining active listening and responding skills, understanding the importance of body language, acquiring different strategies of reading texts and increasing confidence by providing opportunities for oral and written expressions

DETAILED CONTENTS

Section A

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|-----|--------------------------------------|----------|
| 1. | Grammar and Usage | (15 Hrs) |
| 1.1 | Prepositions | |
| 1.2 | Pronouns | |
| 1.3 | Determiners | |
| 1.4 | Conjunctions | |
| 1.5 | Question and Question Tag | |
| 1.6 | Tenses (Simple Present, Simple Past) | |

Section B

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|-----|------------------------------------------------------|----------|
| 2. | Reading Skills | (15 Hrs) |
| | Unseen comprehension passages (at least 5 passages). | |
| 3. | Writing Skills | (18 Hrs) |
| 3.1 | Writing Notice | |
| 3.2 | Writing Circular | |
| 3.3 | Writing a Memo | |
| 3.4 | Agenda for a Meeting | |

- 3.5 Minutes of the Meeting
- 3.6 Telephonic Messages
- 3.7 Paragraph writing:
Simple and Current Topics should be covered.

LIST OF PRACTICALS

(Note: The following contents are only for practice. They should not be included in the final theory examination)

- 1. Listening Comprehension
 - 1.1 Locating Main Ideas in a Listening Excerpt
 - 1.2 Note-taking
- 2. Developing Oral Communication Skills
 - 2.1 Offering-Responding to Offers
 - 2.2 Requesting-Responding to Requests
 - 2.3 Congratulating
 - 2.4 Expressing Sympathy and Condolences
 - 2.5 Expressing Disappointments
 - 2.6 Asking Questions-Polite Responses
 - 2.7 Apologizing, Forgiving
 - 2.8 Complaining
 - 2.9 Persuading
 - 2.10 Warning
 - 2.11 Asking for and Giving Information
 - 2.12 Giving Instructions
 - 2.13 Getting and Giving Permission
 - 2.14 Asking For and Giving Opinions

INSTRUCTIONAL STRATEGY

Looking into the present day needs of effective communication in every field, it is imperative to develop necessary competencies in students by giving practical tips and emphasis on grammar, vocabulary and its usage in addition to practical exercises. The teacher should give report writing assignments, projects etc. while teaching this subject.

LIST OF RECOMMENDED BOOKS

1. Communicating Effectively in English, Book-I by Revathi Srinivas; Abhishek Publications, Chandigarh.
2. High School English Grammar and Composition by Wren & Martin; S. Chand & Company Ltd., Delhi.
3. Communication Techniques and Skills by R. K. Chadha; Dhanpat Rai Publications, New Delhi.

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	15	30
2	15	35
3	18	35
Total	48	100

2.2 BUSINESS CORRESPONDENCE – II

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RATIONALE

A diploma holder in modern office practice has to work as private secretary to the management executives and office executives in the organization. To handle his job, knowledge of correspondence is a must. In fact, he has to acquire the skill of effective correspondence as he has to control the office and has to provide help to his superiors.

DETAILED CONTENTS

Note: Relevant theory instructions should be imparted along with the practicals in each topic.

1. Sales Letters (16 hrs)
 - 1.1 Introduction of a new product
 - 1.2 Promotion of a product
 - 1.3 Publicity of business
 - 1.4 Special offers/discount etc

2. Circulars (10 hrs)
 - 2.1 Change of address
 - 2.2 Opening of new branches
 - 2.3 Introduction of a partner
 - 2.4 Retirement of partner

3. Official Correspondence (20 hrs)
 - 3.1 Introduction
 - 3.2 Noting in files
 - 3.3 Official letters
 - 3.4 Demi official letter
 - 3.5 Office orders
 - 3.6 Memorandum/memo letters
 - 3.7 Notification
 - 3.8 Endorsement
 - 3.9 Inter - departmental communication.
 - 3.10 Office Circulars
 - 3.11 Different abbreviations used in official correspondence.

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|----|-----------------------------------------------------------------------------|----------|
| 4. | Bank Correspondence | (10 hrs) |
| | 4.1 Inquiry regarding opening of an account and closing of an account. | |
| | 4.2 Asking the bank to stop payment. | |
| | 4.3 Overdraft facilities | |
| | 4.4 Loss of cheque book | |
| | 4.5 Transfer and standing instructions | |
| | 4.6 Dishonour of cheques, reasons | |
| | 4.7 Bank forms and bank terms. | |
| 5. | Drafting of Notices, Agenda and Minutes of Routine Meetings | (8 hrs) |
| 6. | Miscellaneous letters | (16 hrs) |
| | 6.1 Letter of credit | |
| | 6.2 Letter of Introduction | |
| | 6.3 Letter of status inquiries | |
| | 6.4 Trade references | |
| | 6.5 Requesting a hotel reservation | |
| | 6.6 Requesting an interview / appointment | |
| | 6.7 Requesting a reservation by rail, road or sea. | |
| 7. | Insurance Letters | (8 hrs) |
| | 7.1 Introduction, letter inquiring about premium rate. | |
| | 7.2 Reply from insurance company | |
| | 7.3 Claims | |
| | 7.4 Insurance Correspondence (Claim settlement) | |
| 8. | Import and Export Letters | (8 hrs) |
| | 8.1 Introduction, Basic formalities required for import and export letters. | |

INSTRUCTIONAL STRATEGY

As the correspondence is an integral part of office work, special attention has to be given so that the student attain proficiency in drafting different documents used in the office. For this teachers should undertake following actions:

Students must be made to draft minimum 5 letters of each topic such as writing an application for a situation, noting on files, demi-official letters, memorandum, notification, endorsement, correspondence with the bank, drafting telegrams, sale letter, insurance letter, import and export letters, during the tutorial periods/session.

Students may be asked to correct the given letter with reference to layout, format, style and drafting language, and may be given other appropriate/related assignments.

RECOMMENDED BOOKS

1. Commercial Correspondence by Mazumdar by Himalaya Publishing House. 8. New Delhi.
2. Essentials of Business Communication by Rajendra Pal & J.S. Ko-rlahali; Sultan Chand & Sons, New Delhi.
3. A Guide to Business Correspondence by A.N. Kapoor; Sultan Chand & Sons, New Delhi.
4. Business Correspondence and Report Writing by R.C. Sharma; Tata McGraw Hill, New Delhi.
5. Manual of Office Management & Correspondence by B.N. Tandon, Sultan Chand & Sons, New Delhi.
6. Business Communication by Sinha; Galgotia Publishing Co., New Delhi.
7. Manual of Commercial Correspondence by Hume & Baley; Wheeler Publishing.
8. Modern Business Correspondence by L. Gartside, Pitman Publication.
9. Principles and Practice of Commercial Correspondence by L.F. Nelson and James Stephenson; Wheeler Publishing.
10. Business Communication a Problem Solving Approach by Ray W. Poe, Rose Mary T. Fruenling; McGraw Hill Book & Co.

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (hrs)	Marks Allotted (%)
1.	16	16
2.	10	10
3.	20	20
4.	10	10
5.	08	10
6.	16	18
7.	08	08
8	08	08
Total	96	100

2.3 IT TOOLS AND APPLICATIONS

L T P
2 - 4

RATIONALE

The aim of this subject is to focus on detailed knowledge about computer organisation. It also familiarizes the student with various operating system i.e. DOS, Windows and Linux. In addition to this, the student will be made familiar with MS PowerPoint.

DETAILED CONTENTS

Note: Relevant theory instructions should be imparted along with the practicals in each topic.

1. Computer Appreciation (7 hrs)
Definition of computer, meaning of word 'computer', applications of computers, Characteristics of Computers, Input, Output, storage units, CPU, computer system, Binary number system, Binary to decimal conversion, Decimal to Binary Conversion, Binary Coded Decimal (BCD) Code, ASCII Code.
2. Computer Organisation (18 hrs)
 - 2.1 Central Processing Unit
Control Unit, arithmetic Unit, Instruction Set, Register, Processor Speed, RISC v/s CISC
 - 2.2 Memory
Main memory, Storage Evaluation, Criteria, Memory Organisation, capacity, RAM, Read only Memories, Secondary Storage Devices:- Magnetic Disks, Floppy and Hard Disks, Optical Disks CD- ROM, Mass Storage Devices.
 - 2.3 Input Devices
Keyboard, Mouse, trackball, joystick, Scanner, OCR, Bar-code reader, Digitiser, Voice Recognition, web cam, video cameras.
 - 2.4 Output Devices
Monitors, Printers-Dot Matrix, Inkjet, Laser, Plotters, Computer Output Micro-Film (COM), Multimedia Projector, speech synthesiser
 - 2.5 Multimedia:
Concepts of Multimedia and format, Text, Graphics, Animation, Audio, Images, Video; Multimedia Applications in Education, Entertainment, Marketing.

- 2.6 Computer Software
Relationship between Hardware and software; System Software, Application Software, compiler, Names of some high level languages
- 2.7 Information Technology and Society
Applications of Information in Railways, Airlines, Banking, Insurance, Inventory Control, Financial systems, Hotel management, Education, Video games, Telephones exchanges, Mobile phones
- 3. Overview of Linux-Basic Concepts and Applications, Overview of MS-DOS (7 hrs)
 - 3.1 Networks: LAN, MAN, WAN. Crating & Managing e-mail accounts, Introduction to search engines & MS-outlook.

Note: The underlying concepts may be illustrated using MS Office package/Open Office package.

LIST OF PRACTICALS

- 1. Operating System
 - 1.1 Disk Operating system
Executing simple Linux Commands, Simple file operations, Directory related commands.
 - 1.2 Microsoft Windows
Performing file and folder management through windows. Using essential accessories: System tool-Disk cleanup, Disk defragmenter, Entertainment, Games, calculator, Imaging-Fax, Notepad, Paint and WordPad.
 - 1.3 Presentation Package
Creating, Opening and saving Presentations, Creating, the Look of Your Presentation, Working in Different Views, Working with Slides Adding and Formatting Text, Formatting Paragraphs, Checking Spelling and Correcting typing Mistakes, Making Notes Pages and Handouts, Drawing and Working with Objects, Adding Clip Art and other Pictures, Designing Slide Shows, Running and Controlling a Slide Show, Printing Presentations.

Note: The underlying concepts may be illustrated using MS Office package/Open Office package. The underlying concepts and theory may be taught along with the practicals.

INSTRUCTIONAL STRATEGY

Teachers should lay emphasis on developing computer operational skills. Theory should be taught along with practical demonstration and exercises.

RECOMMENDED BOOKS

MAIN READING

1. P.K. Sinha and P. Sinha, “Foundations of Computing” First Edition, 2002, BPB Publication.
2. S. Sgman, “Microsoft Office 2000 for Windows,” Second Indian Print, 2001, Perason Education

SUPPLEMENTARY READING

1. Turban, Mclean and Webherbe, “Information Technology and Management,” Second Edition, 2001 Wiley & Sons.
2. Unleashed Linux – TechMedia, BPB Publications
3. Basics of Linux, BPB Publications

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	7	24
2	18	60
3	7	16
Total	32	100

2.4 PRINCIPLES OF MANAGEMENT

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RATIONALE

The study and understanding of principles of management concepts and different functions of management is very essential for the students of this diploma. The subject includes elementary knowledge of concepts of management viz. planning, organizing, staffing, directing and controlling. The basic knowledge of various functions of management will enable the students to take effective steps for performing various office duties.

DETAILED CONTENTS

1. Introduction (12 hrs)
 - 1.1 Meaning, features and importance of management
 - 1.2 Principles of management
 - 1.3 Functions and process of management
 - 1.4 Levels of management
 - 1.5 Scientific Management
2. Planning (12 hrs)
 - 2.1 Meaning, features and importance
 - 2.2 Planning process
 - 2.3 Meaning, importance of objectives and policies
 - 2.4 How to make planning effective
3. Organizing (16 hrs)
 - 3.1 Meaning, features and importance
 - 3.2 Concepts of formal and informal organization
 - 3.3 Types of organizational structures
 - 3.4 Delegation of Authority- concept.
4. Staffing (16 hrs)
 - 4.1 Meaning, Need & Objectives.
 - 4.2 Recruitment and Selection Process
 - 4.3 Concept, importance and essentials of effective training
 - 4.4 Different methods of 'on the job' and 'off the job' training
5. Decision Making (12 hrs)
 - 5.1 Meaning, importance and types of decision
 - 5.2 Traditional methods of decision making

- 5.3 Problems in decision making
- 5.4 Scientific decision making process

- 6. Directing (22 hrs)
 - 6.1 Leadership - Concept, Importance, Types of Leaders, Qualities of good leader
 - 6.2 Motivation - Meaning, Types and Importance
 - 6.3 Communication – Concepts, Importance, process and types of Communication. Barriers of Communication.

- 7. Controlling (6hrs)
 - 7.1 Meaning, Importance and process of control

ASSIGNMENTS

1. Designing a plan for setting-up of a business
2. Preparation of Organization Charts for Commercial and industrial organizations
3. Visit to industrial Organization and preparation of report
4. Role of playing exercises on Motivation of the employees
5. Discuss Case studies on management
6. Discuss the leadership styles and determine an appropriate style for a given situation

NOTE:

Teacher may invite experienced Managers from MNCs, industries and other organizations to deliver extension lectures. The teacher should plan and prepare appropriate tutorial assignments for the students. Students may be encouraged to prepare and present the case studies.

INSTRUCTIONAL STRATEGY

Teachers should arrange the industrial trip and invite experts from MNCs and industries to deliver extension lectures. The teachers must also plan and propose appropriate tutorial assignment for the students' case studies. Case studies should also be discussed with the students.

RECOMMENDED BOOKS

1. Management Concepts and Organizational Behaviour by Dr. NK Sahni, Kalyani Publications
2. Business Studies by RK Singla, VK Publishers, New Delhi

3. Principles and practices of Management- Prasad L.M.; Sultan Chand & Sons, New Delhi.
4. Management – Theory and Practice by Gupta, C.B; Kalyani Publisher, New Delhi
5. Principles of Business Organization and Management by Reddy, P.N. and Gulshan, S.S.; Sultan Chand and Sons, New Delhi.
6. A text book of Business Organization by Vinayakam, N., Radhaswami, M. and Vasudevan.
7. Business Organization Principles and Practices by Katyal, J.C by Gupta C.B; Sultan Chand & Sons, New Delhi.
8. Management- Text and Case Studies by Satyaraju Parthsarthy; published by Prentice Hall of India Ltd., New Delhi
9. Entrepreneurship by Robbins and Coulter published by Prentice Hall of India Ltd., New Delhi

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	12	12
2	12	12
3	16	18
4	16	18
5	12	12
6	22	22
7	06	06
Total	96	100

2.5 STENOGRAPHY (ENGLISH) - II

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2 - 6

RATIONALE

For the performance of a private secretary's work it is necessary to have proficiency in stenography, as he has to take dictation, quite often, on matters of confidential nature. The objective of this subject is to enable the students to acquire a good speed in stenography

DETAILED CONTENTS

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|-----|----------------------------------------------|---------|
| 1. | Note taking techniques, transcription etc. | (2 hrs) |
| 2. | Circle 'S' and 'Z' (left and right) | (2 hrs) |
| 3. | Stroke 'S' and 'Z' | (2 hrs) |
| 4. | Large circles 'SW' and 'SS' or 'SZ' | (4 hrs) |
| 5. | Loops 'ST' | (4 hrs) |
| 6. | Loops 'STR' | (4 hrs) |
| 7. | Initial hooks to straight strokes and curves | (2 hrs) |
| 8. | Alternate forms of 'FR' , 'VR' etc. | (2 hrs) |
| 9. | Intervening vowels | (2 hrs) |
| 10. | Circle or loop preceeding initial hooks | (2 hrs) |
| 11. | Final hooks of 'N' and 'F' | (2 hrs) |
| 12. | Circles and loops to final hooks | (2 hrs) |
| 13. | The SHUN hook | (2 hrs) |

LIST OF PRACTICALS

ASSIGNMENTS

1. Practice of using circles i.e. small and large circles
2. Practice of using loops – small and large loops
3. Practicing initial hooks
4. Practicing alternative forms and intervening vowels
5. Practicing final hooks, circles and loops with them

Special Note:

- i) All students should be divided in two groups. Each group should comprise of a maximum of 15 - 20 students

- ii) Assignments will be based on upto exercise 64 of Pitman Shorthand Instructor and Key by Sir Issac Pitman.
- iii) Dictation from seen exercises upto exercise no. 64 and its transcription either on typewriters or on computers.
- iv) Attainment of speed = 40 wpm

INSTRUCTIONAL STRATEGY

For effective teaching of stenography, it is important for the teacher to familiarize students with the general background, scope of work, employment opportunities and future prospects in order to motivate them for continuous, organised and methodical learning and practising. Stenography being a new language science for students, complimentary to the language of English, the teacher is expected to simultaneously built up the language skills of learners to achieve the goal. For securing masters in the skill the following steps are prescribed:

1. Assessment of student group profile i.e. determining the aptitude level of each student. The intake not to exceed 15-20 students
2. Presentation of subject with due emphasis on practicals
3. Proportional teaching of topics during the prescribed semester period
4. Use of only shorthand notebook and pencil
5. Ensure right direction for writing strokes and signs and their proper length
6. Emphasis on legibility of outlines and repeated practice
7. Monitoring of vowel placement and positioning at the initial stage
8. Repeated practice of prescribed word exercises, grammalogues, phrases etc
9. Strict adherence to speed exercises at different speed levels from simple to complex
10. Practice variety of speed drills
11. Periodical tests during the course for remedial teaching

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1	2	6
2	2	6
3	2	6
4	4	12
5	4	12
6	4	12
7.	2	8
8	2	8
9	2	6
10	2	6
11	2	6
12	2	6
13	2	6
Total	32	100

2.6 OFFICE MANAGEMENT - II

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RATIONALE

One of the main objective of the diploma programme in Modern Office Management is to make the students understand the concepts and principles of office methods and procedures and develop skills in performing various office operations. This subject on office management aims at making the students well conversant with the services provided by a modern office and help them to perform efficiently and effectively.

DETAILED CONTENTS

1. Office Filing (10 hrs)
 - 1.1 Meaning, essentials and importance
 - 1.2 Classification of files
 - 1.3 Traditional and modern filing methods and equipment
 - 1.4 Indexing – meaning, importance and methods
2. Office Records (12 hrs)
 - 2.1 Meaning and significance
 - 2.2 Types of records and importance
 - 2.3 Need of effective record
 - 2.4 Computer based indexing and recording
3. Office Forms (10 hrs)
 - 3.1 Meaning and significance
 - 3.2 Types of forms
 - 3.3 Form designing
4. Office Stationery (04 hrs)
 - 4.1 Meaning
 - 4.2 Types
 - 4.3 Effective use and control.
5. Professional Ethics of office personnel (12 hrs)
 - 5.1 Introduction
 - 5.2 Principles of ethics
 - 5.3 Ethical decisions
 - 5.4 Ethical issues
 - 5.5 Code of Ethics – their merits and demerits
 - 5.6 Unethical Practices.

LIST OF PRACTICALS

1. Handling of mail- sorting, recording of inward mail and its distribution. Preparation of envelopes, use of stamps, folding machine, franking machine, record in dispatch book and peon book, preparation of parcels.
2. Practice of filing and indexing – filing papers in the appropriate files, arranging files alphabetically, numerically, subject wise and geographically. Taking out a particular file from a filing cabinet.
3. Retrieving of paper/ documents/ records
4. Preparation of hand-book of all the equipment and material available in the department, helping the librarian in preparing cards for books. Displaying given information on strip index and card index.
5. Assembling papers, punching, use of tags and binding machine.
6. Appointment diary, message book application.
7. Folding letters, addressed envelopes, stamped envelopes, use of stapler, u-clips, all pins and other stationary/office materials used in offices.

INSTRUCTIONAL STRATEGY

The teacher of this subject should supplement the classroom teaching with industrial/field visits. Experts from various organizations should be invited to deliver expert lectures. Teacher should lay emphasis on identification and proper execution of tutorial assignments. Mock situations may be created in the classroom and students may be given live experiences/environment/ culture to enable them appreciate the real life situation

RECOMMENDED BOOKS

1. Office Management by Shashi Gupta and Sushil Nayyar, Kalyani Publications, New Delhi
2. Office Management by P.K. Gupta; Kalyani Publications, New Delhi
3. Office Management by Ghosh and Aggarwal; Kalyani Publications, New Delhi
4. Office Management by Gupta, Bansal, Jain, Malik; Kalyani Publications, New Delhi
5. Office Management and Practices by R.K. Sharma, Shashi Kr. Gupta, Sushil and Nayyar; Himalaya Publishing House, New Delhi

SUGGESTED DISTRIBUTION OF MARKS

Topic No.	Time Allotted (Hrs)	Marks Allotted (%)
1.	10	20
2.	12	24
3.	10	20
4.	04	10
5.	12	26
Total	48	100