



SARDAR VALLABHBHAI PATEL EDUCATION SOCIETY'S
R. N. G. PATEL INSTITUTE OF TECHNOLOGY - RNGPIT

An Autonomous Institute u/s UGC Act 1956

Approved by AICTE & affiliated to Gujarat Technological University

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Program Name: Post Graduate

Branch: iM.SC. I.T.

Course / Subject Code: 1BS302

Course / Subject Name: Effective Technical Communication Skills

w. e. f. Academic Year:	2025-2026
Semester:	3
Category of the Course:	AEC

Prerequisite:	Basic knowledge of communication through English and yearning to enhance the communication skills further.
Rationale:	To help the students communicate better and hence prepare them for technical communication.

Course Outcome:

After Completion of the course, students will able to:

No	Course Outcomes
01	Harness strategies to minimize barriers of effective communication.
02	Demonstrate professional communication skills in various formal contexts such as public speaking, presentations, and interviews.
03	Understand the principles and scope of engineering ethics and the importance of ethical behaviour in professional practice.
04	Develop professional etiquette in communication and conduct, including telephonic interactions, cross-cultural settings, time management, privacy, and assertive expression.
05	Disciple cultivate a growth mind set by embracing change, remaining resilient, setting clear priorities, and sharpening their abilities through reading, learning, and attentive listening.
06	Enhance self-awareness by reflecting on experiences, evaluating their strengths and goals, thinking critically, and effectively expressing and connecting their ideas and aspirations.

Teaching and Examination Scheme:

Teaching Scheme (in Hours)			Total Credits L+T+ (PR/2)	Assessment Pattern and Marks				Total Marks
L	T	PR	C	Theory		Tutorial / Practical		
				SEE (TH)	IAT	CCE	SEE (P)	
2	1	0	3	70	30	20	00	120

Course Content:

Unit No.	Content	No. of Hours	% of Weightage
1.	Unit 1. Technical Communication 1.1 Introduction 1.2 Learning effective communication 1.3 Importance of effective communication in technical/ IT fields 1.4 Hierarchies of communication: peers, clients, leaders 1.5 Project discussion with the use PPTs 1.6 Interpersonal, intercultural communication in an organisation	6	20
2.	Unit 2: Business Communication (Practical) 2.1 IT business trends/ scenario 2.2 Public presentation Strategies 2.3. Interview Skills: (i) Self-introduction (ii) Strength and weaknesses (iii) Career goals in IT field (iv) Basic understanding about cloud- engineering, web ideas developing, start-up etc.	4	10
3.	Unit 3 : Ethics in Engineering 3.1 Introduction 3.2 Scope of engineering ethics 3.3 Accepting and sharing responsibilities 3.4 Responsible professionals and ethical corporation 3.5 Resolving ethical dilemmas 3.6 Making moral choices	6	20
4.	UNIT 4 : Etiquettes 4.1 Introduction 4.2 Telephonic etiquettes 4.3 Etiquettes for foreign trips 4.4 Etiquettes for small talks 4.5 Respecting privacy 4.5 Time management	6	20

	4.6 Learning to say no		
5.	UNIT 5 : Self Development 5.1 Change 5.2 Grow 5.3 Persist 5.4 Priorities 5.5 Read 5.6 Learn 5.7 Listen	4	15
6.	Unit 6 : Self-Assessment 6.1 Record 6.2 Remember 6.3 Asses 5.4 Think 6.5 Communicate 6.6 Relate 6.7 Dream	4	15
	Total	30	100

Suggested Specification Table with Marks (Theory):

Distribution of Theory Marks					
R Level	U Level	A Level	N Level	E Level	C Level
25	25	30	00	20	00

Where R: Remember; U: Understanding; A: Application, N: Analyze and E: Evaluate C: Create (as per Revised Bloom's Taxonomy)

References/Suggested Learning Resources:

(a) Books:

1. Communication Skills, Sanjaykumar and Pushplata, Oxford University Press, 2011.
2. Technical English, Dr. M. H. Hemamalini, Wiley, 2014.
3. Practical English Usage, Michael Swan, OUP, 1995.
4. "Business Communication" by Meenakshi Raman & Prakash Singh (Oxford University Press) – Covers communication processes, public speaking, and presentations in depth,2000.
5. Effective Communication Skills" by MTD Training (Kogan Page) – Focuses on verbal, non-verbal, and interpersonal communication in professional settings,2012.
6. "Ethics in Engineering Practice and Research" by Caroline Whitbeck (Cambridge University Press) – Practical approach to engineering ethics and case-based analysis,1998
7. Mindset: The New Psychology of Success" by Carol S. Dweck (Random House) – Helps develop a growth mindset, essential for learning and self-improvement.2016

8. Communication skill in English, Orient Blackswan Publication, 2021
9. English and soft skill volume 1 & 2, S.P Dhanavel, Orient Blackswan Publication. 2010/2018

(b) Open source software and website:

1. Search Tutorials: spoken-tutorial.org
2. LearnEnglish (britishcouncil.org)
3. Useful apps on Google Play Store

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