

	2) <a href="https://wiki.openoffice.org/wiki/Documentation">https://wiki.openoffice.org/wiki/Documentation</a> <a href="https://documentation.libreoffice.org/assets/Uploads/Documentation/en/GS6.0/GS60-GettingStartedLO.pdf">https://documentation.libreoffice.org/assets/Uploads/Documentation/en/GS6.0 / GS60-GettingStartedLO.pdf</a>	
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<b>Course code: 107</b>	<b>Business Communication</b>	<b>Credit :02</b>	<b>Marks:50 (Internal -10 External -40)</b>	
<b>Course Outcomes</b>	After completion of this course student should be able - 1. Understand the concept of management. 2. Understand leadership and motivational theories.			
<b>UNIT No.</b>	<b>Description</b>	<b>No. of Periods</b>		
<b>I</b>	<b>Communication Skills:</b> Concept, Objectives, Process of communication, Types of Communication- Verbal, Non verbal Barriers to effective communication, Overcoming the barriers Forms of Communication in an organization-Formal and Informal (Grapevine)	<b>15</b>		
<b>II</b>	<b>Business Correspondence:</b> Business letters Essentials of a business letters, Parts of a business letter, Forms of a business letter,Types of business letters- Tenders, quotations , orders, sales, complaint ,Email correspondence.	<b>15</b>		
	<b>Books Recommended:</b> 1. Essential Communication Skills, Shalini Agarwal 2. Business Communication , R. K. Madhukar 3. E-Mail: A Write It Well Guide: How to write and Manage EMail in the workplace- Janis Fisher Chan 4. The AMA Handbook of Business Letters – Jeffrey L. Seglin; Edward Coleman 5. Effective Writing : Improving Scientific, Technical and Business Communication, Christopher Turk; Kirkman Websites:1) <a href="https://www.pressreader.com/india/the-times-of-indianew-delhi-edition/20070122/281582351154787">https://www.pressreader.com/india/the-times-of-indianew-delhi-edition/20070122/281582351154787</a> 2) <a href="https://www.entrepreneur.com/topic/business-communication">https://www.entrepreneur.com/topic/business-communication</a>			