

# BASIC COMMUNICATION SKILLS

LIS-105

## COURSE DESIGN, PREPARATION AND REVIEW TEAM

---

Prof. T.K. Jain  
Director,  
CDOE SGVU Jaipur

Dr. Ankur Jain,  
Director,  
CIQA, SGVU Jaipur

Prof. P.K. Sharma  
Rtd. Professor  
VMOU Kota

Ms. Kapila Bishnoi,  
Assistant Professor,  
CDOE, SGVU

Dr. Ajay Vardhan  
Regional Director  
IGNOU Aligarh(UP)

Dr. Kriti Shrivastav  
Assistant Professor  
CIQA SGVU Jaipur

Ms. Kriti Sanadhya,\*  
Assistant Professor,  
School of Law, SGVU

Dr. Aman Sharma\*  
Associate Professor  
CDOE SGVU

Dr. Ranjan Upadhyaya, Professor,  
Department of Management Studies,  
Vivekananda Global University, Jaipur

Dr. Manish Dwivedi,  
Associate Professor,  
CDOE, SGVU Jaipur

Dr. Vijay Sharma, HOD, Centre for Rural  
Empowerment and Development,  
Government Engineering College, Bikaner

Dr. Sohit Agarwal,  
Assistant Professor,  
CDOE, SGVU

Dr. Vishal Goar  
Dean Research  
Bikaner Technical University, Bikaner .

Dr. Lata Suresh,  
Director, Indian Institute of Corporate  
Affairs, (Ministry of Corporate Affairs)  
Gurugram

---

### Program Coordinator

Dr. Pramod Singh,  
Chief Librarian  
CDOE,SGVU, Jaipur

---

### Course Coordinator and editor

Ms. Kriti Sanadhya,  
Assistant Professor,  
School of Law, SGVU

---

**Acknowledgement :** The persons marked with (\*) are the authors

---

### PRINT PRODUCTION

---

Mahendra Sharma  
Assistant Registrar  
SGVU Jaipur

---

Published in: November, 2024

---

#### ISBN (Awaited)

©SGVU. All rights reserved. No part of this work may be reproduced in any form, by mimeograph or any other means, without permission in writing from the SGVU.

---

Published by:

S. B. Prakashan Pvt. Ltd.

WZ-6, Lajwanti Garden, New Delhi: 110046 Tel.: (011) 28520627 | Ph.: 9625993408

Email: info@sbprakashan.com | Web: www.sbprakashan.com

---

<b>BLOCK 1</b>	
<b>PERSONAL, SOCIAL AND PROFESSIONAL FOUNDATIONS</b>	1

---

<b>BLOCK 2</b>	
<b>PROFESSIONAL GROWTH AND PRESENTATION MASTERY</b>	73

---

<b>BLOCK 3</b>	
<b>VERBAL AND NON-VERBAL COMMUNICATION SKILLS</b>	167

---

<b>BLOCK 4</b>	
<b>PROFESSIONAL WRITING EXCELLENCE</b>	258

---

<b>BLOCK 5</b>	
<b>STRUCTURED COMMUNICATION</b>	343

---

## Learning Map

### Course Credit - 4

Content	Course Credit	Page No
<b>BLOCK 1 Personal, Social, and Professional Foundations</b>	<b>0.8</b>	<b>1</b>
Unit 1: The Basic and Social Skills		2
Unit 2: Introducing the Institution		28
Unit 3: Preparing Your Portfolio and Profile		49
<b>BLOCK 2 Professional Growth and Presentation Mastery</b>	<b>0.8</b>	<b>73</b>
Unit 4: Preparing Your Resume /Curriculum Vitae		74
Unit 5: The Job Interview		98
Unit 6: Presentation Skills		136
<b>BLOCK 3 Verbal and Non-Verbal Communication Skills</b>	<b>0.8</b>	<b>167</b>
Unit 7: Telephone Skills		168
Unit 8: Group Discussions		196
Unit 9: Body Language		227
<b>BLOCK 4 Professional Writing Excellence</b>	<b>0.8</b>	<b>258</b>
Unit 10: The Writing Skill: Some Basic Guidelines		259
Unit 11: Internal Correspondence At The Workplace		280
Unit 12: External Correspondence At The Workplace		315
<b>BLOCK 5 Structured Communication</b>	<b>0.8</b>	<b>343</b>
Unit 13: Basic Features of Proposals		344
Unit 14: Writing Reports		365
Unit 15: Questionnaire Method		404

#### **Prior Learning**

A basic understanding of language and interpersonal interactions will support your learning. Previous exposure to communication in both personal and professional contexts will be helpful but is not required.