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Name _____

Roll No. _____ Year 20 ____ 20 ____

Exam Seat No. _____

ALL PROGRAMMES | SEMESTER - II | DIPLOMA IN ENGINEERING AND TECHNOLOGY

A PRACTICAL MANUAL
FOR
**BUSINESS COMMUNICATION
USING COMPUTERS**
(22009)



MAHARASHTRA STATE BOARD OF TECHNICAL EDUCATION, MUMBAI
(Autonomous) (ISO 9001 : 2015) (ISO / IEC 27001 : 2013)

VISION

To ensure that the Diploma level Technical Education constantly matches the latest requirements of technology and industry and includes the all-round personal development of students including social concerns and to become globally competitive, technology led organization.

MISSION

To provide high quality technical and managerial manpower, information and consultancy services to the industry and community to enable the industry and community to face the changing technological and environmental challenges.

QUALITY POLICY

We, at MSBTE are committed to offer the best in class academic services to the students and institutes to enhance the delight of industry and society. This will be achieved through continual improvement in management practices adopted in the process of curriculum design, development, implementation, evaluation and monitoring system along with adequate faculty development programmes.

CORE VALUES

MSBTE believes in the followings:

- Education industry produces live products.
- Market requirements do not wait for curriculum changes.
- Question paper is the reflector of academic standards of educational organization.
- Well designed curriculum needs effective implementation too.
- Competency based curriculum is the backbone of need based program.
- Technical skills do need support of life skills.
- Best teachers are the national assets.
- Effective teaching learning process is impossible without learning resources.

**A Practical Manual
for
Business Communication
using Computers
(22009)**

Semester-II

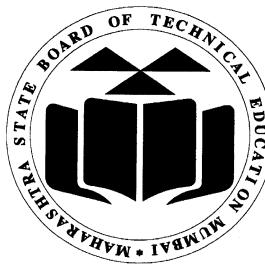
(All Programmes)



**Maharashtra State
Board of Technical Education, Mumbai
(Autonomous) (ISO 9001:2015) (ISO/IEC 27001:2013)**



**Maharashtra State Board of Technical Education,
(Autonomous) (ISO 9001 : 2015) (ISO/IEC 27001 : 2013)
4th Floor, Government Polytechnic Building, 49, Kherwadi,
Bandra (East), Mumbai - 400051.
(Printed on November 2018)**



Maharashtra State Board of Technical Education

Certificate

This is to certify that Mr. / Ms

Roll No..... of the second semester of Diploma in
..... of institute

.....
(Code.....) has completed the Practical work
satisfactorily in course **Business Communication Using
Computers (22009)** for the academic year 20.....to 20..... as
prescribed in the curriculum.

Place

Enrollment No.....

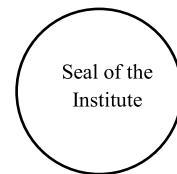
Date:.....

Exam Seat No.

Subject Teacher

Head of the Department

Principal



Preface

The efficiency of any organization depends upon the effective use of communication system to carry out the various types of responsibilities smoothly and efficiently. In this context, an engineering professional has to explore the contemporary technology aided tools used for the communication. It has become prerequisite to use computer aided system smoothly for effective communication at workplace. Business Communication has gained prominence in the industry and business. It has become quite essential even to be a successful entrepreneur. Therefore, today's industry prefers professionals who have the technical competencies as well basic knowledge of business communication to understand the various problems and perform the jobs allotted to them effectively, efficiently and safely. In short, business communication greatly enhances the employability of the diploma holders. Thus, the manual of Business communication using computer has been developed to inculcate the industry oriented competency and skills.

The ultimate aim of this practical manual is that by the end of the semester, the student should achieve the stated pre-determined competency of this course. This practical manual is student-centered while teacher functions as a facilitator. It is intended to be self- instructional, so that in advance, the student reads it, understands it and performs the practical under the supervision of the teacher. It is designed to encourage self-directed learning to inculcate life-long learning. However, if essential, the teachers could intervene and guide the student when required. At the same time, the institution has to provide all the required resources to students, teachers and supporting staff to achieve desired outcomes.

It is expected to have maximum exposure and acquisition of skills through all learning experiences. The blank sheets are also provided at the end of each practical, so that student can report some of the actual things s/he learned during and after every practical work. Apart from this manual, the student will maintain a separate log book for the laboratory work for incidental writing. S/he will use the observations in this log book to complete this practical manual which has to be submitted in the next laboratory class to the teacher for assessment and record for progressing assessment.

So the authors wish you all the best for a fun filled, meaningful learning experience by which you will be able to achieve the pre-determined competency and associated skills to become a confident individual.

Although, the best possible care has been taken to check for errors in this laboratory manual, perfection may elude us as this is the first edition of this manual. Any errors and suggestions for improvement are solicited and highly welcome.

Content Page

List of Practicals and progressive assessment sheet

Sr. No.	Name of Practical	Page No.	Date of performance	Date of Submission	Assessment Marks (10)	Dated Sign. of Teacher	Remarks (if any)
1	Explain the importance of business communication for an organization using case study.	1					
2	Draft a job application letter with resume using computer.	6					
3	Mention the examples of body language used at workplace with suitable pictures and images.	11					
4	Prepare a minutes of meeting and mail it to given email address.	16					
5	Write the importance and guidelines of presentation skills.	21					
6	Draft a detailed Progress Report.	26					
7	Organize a debate on the types of communication.	31					
8	Summarize an industry report using techniques of summarizing.	36					
9	Draft a complaint letter on given topic.	41					
10	Design PowerPoint presentation on any technical topic.	46					
11	Explain the eight principles of effective communication.	51					
12	Explain various non-verbal codes with examples.	56					
13	Explain the importance of personal appearance stating tips of grooming for a professional.	61					
14	Draft a memo on given topic.	66					
15	Present any two barriers to communication using case study.	71					
16	Prepare a technical paper using IEEE format.	76					
Total							

*To be transferred to Proforma of CIAAN-2017

Programme Outcomes (POs) to be achieved through Practical:

PO 1. Basic knowledge: Apply knowledge of basic mathematics, science and basic engineering to solve the problems related to application of computers and communication services in storing, manipulating and transmitting data, often in the context of a business or other enterprise.

PO 2. Discipline knowledge: Apply Information Technology knowledge to solve broad- based Information Technology related problems.

PO 3. Experiments and practice: Plan to perform experiments, practices and to use the results to solve Information Technology related problems.

PO 4. Engineering tools: Apply appropriate Information Technology related techniques/ tools with an understanding of the limitations.

PO 5. The engineer and society: Assess societal, health, safety and legal issues and the consequent responsibilities relevant to practice in the field of Information technology.

PO 6. Environment and sustainability: Apply Information Technology related engineering solutions for sustainable development practices in environmental contexts.

PO 7. Ethics: Apply ethical principles for commitment to professional ethics, responsibilities and norms of practice in the field of Information Technology.

PO 8. Individual and team work: Function effectively as a leader and team member in diverse/ multidisciplinary teams.

PO 9. Communication: Communicate effectively in oral and written form.

PO 10. Life-long learning: Engage in independent and life-long learning along with the technological changes in the IT and allied industry.

Guideline to Teachers

Hints regarding strategies to be used:

1. For incidental writing on the day of each practical session, every student should maintain a ***dated log book*** for the whole semester, apart from this laboratory manual which s/he has to ***submit for assessment to the teacher*** in the next practical session.
2. There will be two sheets of blank pages after every practical for the student to report other matters which is not mentioned in the printed practical.
3. For difficult practical, if required, teacher could provide the demonstration of the practical emphasizing of the skills which the student should achieve.
4. Teachers should give opportunity to students for hands-on after the demonstration.
5. Assess the skill achievement of the students and COs of each unit.

Hints for formulating sample questions:-

1. Avoid questions asked in theory exams and the answers which can be copied/pasted from text/reference books.
2. Ask students questions which have short answers related to the process of performing given task/practical.
3. Questions may also be asked following the “what if...” approach on the process of the given task/practical.

Practical No 1: Explain the importance of business communication for an organization using case study

I Practical Significance

Business communication is the lifeline of any successful organization. A professional should develop the communication skills to work efficiently in organization. There are well organized, multi-directional and multi-faceted skills of business communication need to be acquired. In this context, case study method is useful learning tool to comprehend and adapt these multi-directional skills in the self-learning way. This learning experience has been designed to enhance the skills to '*Communicate effectively and skillfully at workplace.*

II Relevance to Programme Outcomes (POs) and PSOs

PO 7. Ethics:- Apply ethical principles for commitment to professional ethics, responsibilities and norms of practice in the field of Information Technology

PO 8. Individual and team work: - Function effectively as a leader and team member in diverse/ multidisciplinary teams.

PO 9. Communication:- Communicate effectively in oral and written form.

III Relevant Course Outcomes

CO a: Communicate effectively by avoiding barriers in various formal and informal situations.

IV Practical Learning Outcome

Describe the importance of the business communication in the given situation.

V Practical Skills

- a. Use computer systems including language lab software.
- b. Develop listening, speaking, reading and writing skills.

VI Relevant Affective domain related Outcomes

- a. Follow safety practices while handling language lab equipment.
- b. Self-learning attitude.

VII Minimum Theoretical Background

Student should know the basic concept of using case study method for developing the new skills. Knowledge of basic grammatical structure and question formation is required. Concept of general communication in human relations should be known.

VIII Experimental set-up / Work Situation:

Language Lab with relevant software and open learning sources

IX Resources required

S. No.	Name of the Resources	Specifications	Quantity	Remarks
1	Language Learning Software with internet, projector and printer	With facility for listening, speaking, reading, writing and recording	01 for each student and 01 teacher console	
2	Open Learning sources	Videos/websites	01 for each student	

X Procedure

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Search information on case study method and on importance of business communication in an organization.
4. Discuss and understand the case study method.
5. Prepare a case on business communication situations.
6. Design questions based on the prepared case for study.
7. Discuss the case study with peers and teacher.
8. Validate your assignment.
9. Submit your assignment.

XI Precautions

1. Follow safety guidelines while using Language Laboratory.
2. Handle headsets and other lab material carefully.
3. Do not insert pen drives in the lab computers.

XII Teacher's Suggestions

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Note: Complete the exercises given by the teacher on the next blank page.

XIII References for further Reading

- 1 Effective communication and Soft Skills– Bhatnagar, Nitin Bhatnagar, Mamata
2. English for Technical communication – Sudharshana, N, P. Savitha, C
3. Communication Skills - Sanjay Kumar, Pushpa Lata.

XIV Assessment Scheme

Performance Indicators		Weightage
S. No.	Process related (06 marks)	60%
1	Following safety precautions/ethics and other given instructions	
2	Demonstration of self-learning through active participation	
3	Preparation of case study	
Product related (04 Marks)		40%
1	Discussion on the importance of business communication using case study.	
2	Timely submission of complete written assignment	
Total Marks (10 Marks)		

Dated Signature of teacher

Name of teacher.....

[Space to Write Answers]

1. Case Study

Importance of Business communication correlating the above case study-

Practical No. 2: Draft a job application letter with resume using computer.

I Practical Significance

Job application is the letter written by a job seeker for getting a job. It is the primary means of introducing the job seeker to the employer. Getting a job is a long way process. This process starts with writing job application by the job seekers and ends with final selection of candidate by the employer. Job application contains job seeker's personal data like name, address, qualification and experience along with his/her appeal for job. As it leads to get job, this document is very important for engineers to enhance employability and one should learn the skill to devise impressive and attention gaining job application with resume. This learning experience has been designed to enhance the skills to '*Communicate effectively and skillfully at workplace.*'

II Relevance to Programme Outcomes (POs)

PO 7. Ethics:- Apply ethical principles for commitment to professional ethics, responsibilities and norms of practice in the field of Information Technology

PO 8. Individual and team work: - Function effectively as a leader and team member in diverse/ multidisciplinary teams.

PO 9. Communication:- Communicate effectively in oral and written form.

PO 10. Life-long learning:- Engage in independent and life-long learning along with the technological changes in the IT and allied industry

III Relevant Course Outcomes

CO e: Compose e-mail and formal business letters.

IV Practical Learning Outcome

Respond to given job advertisements by writing your CV/ Resume.

V Practical Skills

- a. Use computer systems to draft standard word document.
- b. Develop netiquettes and writing skills

VI Relevant Affective domain related Outcomes

- a. Follow safety practices while handling language lab equipment.
- b. Self-learning attitude.
- c. Follow ethical practices to avoid plagiarism

VII Minimum Theoretical Background

The basic knowledge of parts of letter writing particularly formal letter writing is essential. The difference between formal and informal letter writing should be known. Business vocabulary is required to practice this learning experience.

VIII Experimental set-up / Work Situation:

Language Lab with relevant software and open learning sources.

IX Resources required

S. No.	Name of the Resources	Specifications	Quantity	Remarks
1	Language Learning Software with internet, projector and printer	With facility for listening, speaking, reading, writing and recording	01 for each student 01 for the teacher	
2	Open Learning sources	Videos/websites		

X Procedure.

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Refer some examples of job application and resume using open learning sources.
4. Type the application and resume in word format following standard specification.
5. Get the feedback of course teacher on the prepared draft.
6. Follow the suggestions and finalize the content.
7. Proof-read the content and make relevant correction.
8. Get the printout of application with resume and submit the assignment.

XI Precautions

1. Follow safety guidelines while using Language Laboratory.
2. Handle computer system carefully.
3. Do not insert your pen drives/memory cards in the lab computers.

XII Teacher's Suggestions

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Note: Complete the exercises given by the teacher on the next blank page.

XIII References for further Reading

1. Communication Skills - Sanjay Kmaur,Pushpa Lata
2. Soft Skills and Employability Skills- Pillai, Sabina, Fernandez, Agna.

XIV Assessment Scheme (10 Marks)

Performance Indicators		Weightage
S. No.	Process related (06 Marks)	60%
1	Following safety precautions/ethics and other given instructions.	
2	Demonstration of self-learning through active participation by drafting application letter and appropriate resume.	
3	Follow formal language and standard format of letters.	
Product related (04 Marks)		40%
1	Timely submission of complete written assignment.	
2	Preparation of resume and cover letter.	
Total Marks (10 Marks)		

Dated Signature of teacher

Name of teacher.....

[Space to Write Answers]

2. Paste the printout of the job application/cover letter

Paste the printout of Resume

Practical No 3: Mention the examples of body language used at workplace with suitable pictures and images.

I. Practical Significance

Body language is a form of non-verbal communication involving gestures, movements and posture with some communicative meaning. It can be intentional or unintentional. Body language has a very strong influence on how people perceive you. Learning the message that the gestures send out to the recipients can help one to become a more effective and persuasive communicator. Hence it is essential to learn the concept of body language in relevance to workplace communication. This learning experience has been designed to enhance the skills to 'Communicate effectively and skillfully at workplace.'

II. Relevance to Programme Outcomes (POs)

PO 7. Ethics:- Apply ethical principles for commitment to professional ethics, responsibilities and norms of practice in the field of Information Technology

PO 8. Individual and team work: - Function effectively as a leader and team member in diverse/ multidisciplinary teams.

PO 9. Communication:- Communicate effectively in oral and written form.

PO 10. Life-long learning:- Engage in independent and life-long learning along with the technological changes in the IT and allied industry

III. Relevant Course Outcomes

CO b: Communicate skillfully using non-verbal methods of communication.

IV. Practical Learning Outcome

Describe personal appearance required in the given communication situation.

V. Practical Skills

Use computer systems including language lab software.

VI. Relevant Affective domain related Outcomes

- Follow safety practices while handling language lab equipment.
- Self-learning attitude.

VII. Minimum Theoretical Background

The knowledge of different modes of communication along with knowledge of difference between verbal and non-verbal communication should be noted to understand its implementation at workplace. The basic knowledge of kinesics is required.

VIII. Experimental set-up / Work Situation:

Language Lab with relevant software and open learning sources

IX. Resources required

S. No.	Name of the Resources	Specifications	Quantity	Remarks
1	Language Learning Software with internet, projector and printer	With facility for listening, speaking, reading, writing and recording	01 for each student	
2	Open Learning sources	Videos/websites	01 teacher console	
3	Newspaper/Magazines	Pictorial material	For teacher To be projected from teacher console	

IX Procedure

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Refer online/print material for non-verbal communication.
4. Explain the importance of body language used at workplace.
5. Mention examples of various types of body language.
6. Use relevant images and pictures in context with body language.
7. Finalize the content in consultation with course teacher.
8. Submit the assignment.

X Precautions

1. Follow safety and other guidelines while using Language Laboratory.
2. Follow ethical practices while compiling data.
3. Do not insert pen drives/memory cards in the lab computers.

XI Teacher's Suggestions

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Note: Complete the exercises given by the teacher on the next blank page.

XII References for further Reading

1. Effective English Communication- Mohan, Krishna, Raman, Meenakshi
2. Business Communication- Singh, Prakash, Raman, Meenakshi.

XIII Assessment Scheme (10 Marks)

Performance Indicators		Weightage
S. No.	Process related (06 Marks)	60%
1	Following safety and other instructions	
2	Demonstration of self-learning through effective non-verbal communication	
3	Explain importance of body language using images and pictures	
Product related (04 Marks)		40%
1	The effective use of body language conveying meaningful messages.	
2	Timely submission of complete written assignment	
Total Marks (10 Marks)		

Dated Signature of teacher**Name of teacher.....**

[Space to Write Answers]

3. Write the importance of body language at workplace-

Stick relevant images of body language

Practical No. 4: Prepare minutes of meeting and mail it to given email address.

I. Practical Significance

Minutes of meeting is an important formal document frequently used for decision making in any organization. It provides structure ; drives action and offers legal protection to the resolutions made in a formal meeting. As it is an essential business document, an engineer should learn this skill to write minutes consisting all key information. This learning experience has been designed to enhance the skills to ‘*Communicate effectively and skillfully at workplace.*’

II. Relevance to Programme Outcomes (POs)

PO 7. Ethics:- Apply ethical principles for commitment to professional ethics, responsibilities and norms of practice in the field of Information Technology

PO 8. Individual and team work: - Function effectively as a leader and team member in diverse/ multidisciplinary teams.

PO 9. Communication:- Communicate effectively in oral and written form.

PO 10. Life-long learning:- Engage in independent and life-long learning along with the technological changes in the IT and allied industry

III. Relevant Course Outcomes

CO d. Write reports using correct guidelines.

CO e. Compose e-mail and formal business letters.

Practical Learning Outcome

Prepare minutes of the given type of meetings.

IV. Practical Skills

a. Use computer systems including language lab software.

b. Develop listening, speaking, reading and writing skills.

VI Relevant Affective domain related Outcomes

a. Follow safety practices while handling language lab equipment.

b. Self-learning attitude.

VII Minimum Theoretical Background

Basic knowledge of note-taking is required to learn writing minutes. Basic business vocabulary should be known. Review skills are required to write minutes.

VIII Experimental set-up / Work Situation

Language Lab with relevant software and open learning sources

IX Resources required

S. No.	Name of the Resources	Specifications	Quantity	Remarks
1	Language Learning Software with internet, projector and printer	With facility for listening, speaking, reading, writing and recording	01 for each student	
2	Open Learning sources	Compatible with language laboratory	One teacher console	
3	Audio/Video material	Related business meetings	For teacher To be projected from teacher console	

X Procedure

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Watch a video of a formal business meeting.
4. Take notes while watching to video.
5. Refer standard formats of minutes.
6. Draft minutes of a meeting.
7. Revise the draft with the help of course teacher.
8. Submit the assignment.

XI Precautions

1. Follow safety guidelines while using Language Laboratory.
2. Handle headsets and other lab material carefully.
3. Do not insert pen drives in lab machines.

XII Teacher's Suggestions

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Note: Complete the exercises given by the teacher on the next blank page.

XIII References for further Reading

1. Communication Skills - Sanjay Kmaur, Pushpa Lata
2. Soft Skills and Employability Skills- Pillai, Sabina, Fernandez, Agna

XIV Assessment Scheme (10 Marks)

Performance Indicators		Weightage
S. No.	Process related (06 Marks)	60%
1	Following safety precautions and other instructions	
2	Demonstration of self-learning through active participation in the given activity	
3	Watch the formal meeting video and take notes.	
Product related (04 Marks)		40%
4	Prepare minutes of the given meeting situation.	
5	Timely submission of complete written assignment	
Total (10 marks)		

Dated Signature of teacher**Name of teacher.....**

[Space to Write Answers]

4. Paste the printout of minutes of meeting

Practical No. 5: Write the importance and guidelines of presentation skills.

I Practical Significance:

Presentation skills are required to deliver effective and engaging presentations to a variety of audiences. These skills cover a variety of areas such as the structure of presentation, the design of slides, the tone of voice and the body language you convey. Effective presentation skills are important because they keep a presentation interesting, help the presenter communicate with confidence, and motivate the audience to listen. This learning experience has been designed to enhance the skills to '*Communicate effectively and skillfully at workplace.*'

II Relevance to Programme Outcomes (POs) and PSOs

PO 7. Ethics:- Apply ethical principles for commitment to professional ethics, responsibilities and norms of practice in the field of Information Technology

PO 8. Individual and team work: - Function effectively as a leader and team member in diverse/ multidisciplinary teams.

PO 9. Communication:- Communicate effectively in oral and written form.

PO 10. Life-long learning:- Engage in independent and life-long learning along with the technological changes in the IT and allied industry

III Relevant Course Outcomes

CO c: Give presentations by using audio- visual aids.

IV Practical Learning Outcome

Prepare the points for computer presentation for the given topic.

V Practical Skills

- Use computer systems including language lab software.
- Develop reading and writing skills.

VI Relevant Affective domain related Outcomes

- Follow safety practices.
- Self-learning attitude.
- Follow work etiquettes.

VII Minimum Theoretical Background

Basic knowledge of presentation skills such as: preparing of slides; using correct format, effective use of body language and communication skills used during presentations, is required. Knowledge of using your gestures, postures, eye contact, dressing and grooming effectively during presentation is necessary.

VIII Experimental set-up / Work Situation:

Language Lab with relevant software and open learning sources

IX Resources required

S. No.	Name of the Resources	Specifications	Quantity	Remarks
1	Language Learning Software	With facility for power point presentation	01 for each student	
2	Open Learning sources	Videos/websites	01 teacher console for teacher	
3	Power point software	With internet facility and projector display	For teacher To be projected from teacher console	

X Procedure

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Search information regarding presentation guidelines using online and print resources.
4. Understand the importance of presentation skills.
5. Draft guidelines for effective presentations.
6. Understand the stages of presentation and create your own presentation in PPT format.
7. Review the compiled material as a PPT.
8. Validate the draft with the help of course facilitator.
9. Submit the assignment.

XI Precautions

1. Follow safety and operational guidelines while using Language Laboratory.
2. Handle headsets and lab material carefully.
3. Do not insert pen drives in the lab computers.

XII Teacher's Suggestions

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Note: Complete the exercises given by the teacher on the next blank page.

XIII References for further Reading

1. Soft skills and Employability Skills- Pillai, Sabina, Fernandez, Agna
2. Developing Communication Skills – Krishna Mohan and Meera Banerji

XIV Assessment Scheme

Performance Indicators		Weightage
S. No.	Process related (06 Marks)	60%
1	Following safety precautions and given guidelines	
2	Demonstration of self-learning through active participation in the activity of giving presentation	
3	Referring online and offline sources and structuring the content	
Product related (04 Marks)		40%
1	Creating an effective presentation document	
2	Timely submission of the completed assignment	
Total (10 Marks)		

Dated Signature of teacher**Name of teacher.....**

[Space to Write Answers]

5. Write the importance of presentation skills.

Write the guidelines of presentation skills.

Practical No.6: Draft a detailed Progress Report.

I **Practical Significance**

An effective report presents the facts accurately. It provides complete information on all the key points on which the report is based on. Progress report emphasizes the progress of a task/project made in a given period. Problems faced in the progress of any project are shared with transparency. Therefore, it is required for an engineer to practise correct format of the progress report. The learning experience of drafting a progress report has been designed to enhance the skills to '*Communicate effectively and skillfully at workplace.*'

II **Relevance to Programme Outcomes (POs)**

PO 1. Basic knowledge: Apply knowledge of basic mathematics, science and basic engineering to solve the problems related to application of computers and communication services in storing, manipulating and transmitting data, often in the context of a business or other enterprise

PO 8. Individual and team work: - Function effectively as a leader and team member in diverse/ multidisciplinary teams.

PO 9. Communication:- Communicate effectively in oral and written form.

PO 10. Life-long learning:- Engage in independent and life-long learning along with the technological changes in the IT and allied industry

III **Relevant Course Outcomes**

CO d: Write reports using correct guidelines.

IV **Practical Learning Outcome**

Draft a progress report for a given situation.

V **Practical Skills**

- a. Use computer systems including language lab software.
- b. Develop reading and writing skills

VI **Relevant Affective domain related Outcomes**

- a. Follow safety practices while handling language lab equipment.
- b. Demonstrate self-learning

VII **Minimum Theoretical Background**

Basic knowledge of the format of the report is necessary. Knowledge about the selection of appropriate form of report is necessary. The person drafting a report should anticipate the length of the report, the layout and the structure in advance. Correct usage of technical words and usage of grammatically correct sentences is important to draft a report.

VIII **Experimental set-up / Work Situation**

Language Lab with relevant software and open learning sources

IX Resources required

S. No.	Name of the Resources	Specifications	Quantity	Remarks
1	Language Learning Software with internet, projector and printer	With facility for listening, speaking, reading, writing and browsing for online resources	01 For each student	
2	Teacher console	Compatible with language laboratory	01 For teacher	
3	Open Learning sources	Formats for progress report	01 To be projected from teacher console/ lab document created for student guidance	

X Procedure

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Search information regarding progress report using online and print resources.
4. Understand the importance of progress report writing.
5. Draft a progress report as per the guidelines and instructions given to you by your teacher for effective report writing.
6. Validate the draft with the help of course facilitator.
7. Submit the assignment.

XI Precautions

1. Follow safety guidelines using Language Laboratory.
2. Handle headphones and other lab material carefully.
3. Do not insert pen drive/memory card in the laboratory computers.

XII Teacher's Suggestions

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Note: Complete the exercises given by the teacher on the next blank page

XIII References for further Reading

1. Developing Communication Skills – Krishna Mohan and Meera Banerji
2. Speaking and Writing for Effective Business Communication – Francis Soundararaj

XIV Assessment Scheme (10 Marks)

Performance Indicators		Weightage
S. No.	Process related (10 Marks)	
1	Drafting the progress report using correct format	60%
2	Demonstration of self-learning through active participation in the given activity	
3	Following safety precautions	
Product related (04 Marks)		40%
1	Writing appropriate report as per the given situation	
2	Timely submission of complete written assignment	
Total Marks (10 Marks)		

Dated Signature of teacher**Name of teacher.....**

[[Space to Write Answers]]

6. Paste the printout of progress report

Practical No. 07: Organize a debate on types of communication.

I. Practical Significance

Debate is a two-way conversation where the participants listen as well as talk to express their point of view on a particular topic. Debate is a competitive, an active and natural process of learning any foreign language. The more we listen, read and speak the more we can improve our debating skills. The systematic practice of listening is essential to improve pronunciation and argumentative skills. In addition, the debating skills help to improve efficiency to understand the types of communication and debate accordingly. The learning experience of participation in debate has been designed to enhance the skills to '*Communicate effectively and skillfully at workplace.*'

II. Relevance to Programme Outcomes (POs) and PSOs

PO 1. Basic knowledge: Apply knowledge of basic mathematics, science and basic engineering to solve the problems related to application of computers and communication services in storing, manipulating and transmitting data, often in the context of a business or other enterprise

PO 8. Individual and team work: - Function effectively as a leader and team member in diverse/ multidisciplinary teams.

PO 9. Communication:- Communicate effectively in oral and written form.

III. Relevant Course Outcomes

CO a- Communicate effectively by avoiding barriers in various formal and informal situations

IV. Practical Learning Outcome

Develop the pronunciation and accent pattern of communicative English.

V. Practical Skills

- a. Listening Skills
- b. Speaking Skills

VI. Relevant Affective domain related Outcomes

- a) Follow safety practices while handling language lab equipment.
- b) Demonstrate self-learning
- c) Develop concentration in listening.

VII. Minimum Theoretical Background

Basic knowledge of terms like intonation, pitch, tone, and accent is required to understand the instructions and feedback shown in language lab software.

VIII. Experimental set-up / Work Situation

Language Lab, with relevant software and open learning sources

IX. Resources required

S. No.	Name of the Resources	Specifications	Quantity	Remarks
1	English Language Laboratory	With facility for listening, speaking, reading, writing and recording	01 For each student	
2	Teacher console	Compatible with language laboratory	01 For teacher	
3	Open Learning sources	Videos on debates from you tube	01 projected from teacher console	

X. Procedure

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Search information regarding topics for debate using online and print resources.
4. Understand the process of effective debating.
5. Draft a summary of debate after participating in a debate as per the guidelines and instructions given to you by your teacher.
6. Validate the draft with the help of course facilitator.
7. Submit the assignment.

XI. Precautions

1. Follow safety guidelines while using Language Laboratory.
2. Handle headphones and other lab material carefully.
3. Do not insert pen drive/memory card in the laboratory computers.

XII. Teacher Recommendations

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Note: Complete the exercises given by the teacher on the next blank page.

XIII. References / Suggestions for further Reading

1. Thank You for Arguing –Jay Heinricks.
2. How to Debate – Robert Dunbar

XIV. Assessment Scheme

Performance Indicators		Weightage
S. No.	Process related (06 Marks)	60%
1	Reading and comprehending the given instructions	
2	Demonstration of self-learning through active participation in the debate	
3	Following the given guidelines and completion of the assigned work	
Product related (04 Marks)		40%
1	Understanding the requirements of the assigned activity by the teacher.	
2	Timely submission of complete written assignment	
Total Marks (10 Marks)		

Dated Signature of teacher**Name of teacher.....**

[Space to write answers]

07. Write the summary of debate based on types of communication

Practical No. 8: Summarize an industry report using techniques of summarizing.

I. Practical Significance

Precise, quick and correct communication always increases efficiency and productivity of a technical assignment at workplace. Briefing a lengthy document is a skill one needs to acquire it in industrial environment. Brevity and Correctness is required in context with usage of vocabulary, and syntax. This learning experience has been designed to enhance the skills to '*Communicate effectively and skillfully at workplace.*'

II. Relevance to Programme Outcomes (POs) and PSOs

PO 1. Basic knowledge: Apply knowledge of basic mathematics, science and basic engineering to solve the problems related to application of computers and communication services in storing, manipulating and transmitting data, often in the context of a business or other enterprise

PO 8. Individual and team work: - Function effectively as a leader and team member in diverse/ multidisciplinary teams.

PO 9. Communication:- Communicate effectively in oral and written form.

III. Relevant Course Outcomes

CO d. Write reports using correct guidelines.

CO e. Compose e-mail and formal business letters.

IV. Practical Learning Outcome

Summarize reports following summary techniques.

V. Practical Skills

- a. Use computer systems including open learning sources.
- b. Develop writing skills using computer based application .

VI. Relevant Affective domain related Outcomes

- a) Follow safety practices while handling language lab equipment.
- b) Demonstrate self-learning .
- c) Demonstrate working as a leader or team member.

VII. Minimum Theoretical Background

Basic knowledge of syntax and business vocabulary is essential. One should be well acquainted with summary techniques/ précis writing.

VIII. Experimental set-up / Work Situation

Language Lab, with relevant software and open learning sources

IX. Resources required

Sr. No.	Name of the Resources	Specifications	Quantity	Remarks
1	English Language Laboratory	With facility for listening, speaking, reading, writing and recording	01 For each student	
2	Teacher console	Compatible with language laboratory	01 For teacher	
3	Open Learning sources	Videos on debates from you tube	01 projected from teacher console	

X. Procedure

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Read the given report carefully.
4. Refer the techniques of summarization.
5. Highlight the main points for summary
6. Write the summary of the report.
7. Revise the draft with the help of course teacher.
8. Submit the assignment.

XI. Precautions

1. Follow safety and other guidelines while using Language Laboratory.
2. Do not insert pen drive/memory card in the laboratory computers.

XII. Teacher's Suggestions

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Note: Complete the exercises given by the teacher on the next blank page

XIII. References for further Reading

1. English Grammar in Use- Raymond Murphy

XIV. Assessment Scheme

Performance Indicators		Weightage
Sr. No.		
Process related (06 Marks)		
1	a. Formulate the content by using correct grammar and vocabulary. b. Write summary as per guidelines/techniques.	60%
2	Demonstration of self-learning through active participation in the given activity	
3	Following safety precautions	
Product related (04 Marks)		
1	Finalize the draft with the help of teacher.	40%
2	Timely submission of complete written assignment	
Total Marks (10 Marks)		

Dated Signature of teacher

Name of teacher.....

[Space to Write Answers]

8: Write the summary of an industry report

Practical No. 9: Draft a complaint letter on the given topic.

I. Practical Significance

An engineering professional needs formal writing skills to work efficiently as an individual, a team member or a team leader. It helps him/her to convey the ideas, suggestions and complaints correctly and precisely maintaining the business protocols. A well drafted complaint letter plays a crucial role in expressing dissatisfaction about the raw material, product or service to be met with positive responses and improvements. The learning experience of drafting a complaint letter has been designed to enhance the skills to '*Communicate effectively and skillfully at workplace.*'

II. Relevance to Programme Outcomes (POs) and PSOs

PO 1. Basic knowledge: Apply knowledge of basic mathematics, science and basic engineering to solve the problems related to application of computers and communication services in storing, manipulating and transmitting data, often in the context of a business or other enterprise

PO 8. Individual and team work: - Function effectively as a leader and team member in diverse/ multidisciplinary teams.

PO 9. Communication:- Communicate effectively in oral and written form.

III. Relevant Course Outcomes

CO a: Communicate effectively by avoiding barriers in various formal and informal situations.

CO e: Compose e-mail and formal business letters.

IV. Practical Learning Outcome

Compose a well-organized complaint letter.

V. Practical Skills

- a) Send formal draft using information and communication tool
- b) Draft formal letters using computer aided system.

VI. Relevant Affective domain related Outcomes

- a) Express thoughts, emotions and ideas in polite manner.
- b) Demonstrate self-learning.

VII. Minimum Theoretical Background

Basic knowledge of the structure, technical terms , formal language and diction is essential to develop a well-organized complaint letter.

VIII. Experimental set-up / Work Situation

Language Lab, with relevant software and open learning sources

IX. Resources required

S. No.	Name of the Resources	Specifications	Quantity	Remarks
1	Language Learning Software with internet, projector and printer	With facility for listening, speaking, reading, writing and recording	01 For each student	
2	Teacher console	Compatible with language laboratory	01 For teacher	
3	Open Learning sources	Videos on debates from you tube	01 projected from teacher console	

X. Procedure

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Read the instructions carefully.
4. Refer specimen complaint letters available at online learning sources.
5. Develop the main idea in the given situation.
6. Draft a complaint letter as per the standard structure and technical specification.
7. Finalize the content and structure in consultation with teacher.
8. Print the complaint letter.
9. Submit the final assignment.

XI. Precautions

1. Follow safety guidelines while using Language Laboratory.
2. Handle headphones carefully.
3. Do not insert pen drive/memory card in the laboratory computers.

XII. Teacher's suggestions

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Note: Complete the exercises given by the teacher on the next blank page

XIII. References / Suggestions for further Reading

1. Developing communication skills- Krishna Mohan, Meera Banerji.

XIV. Assessment Scheme (10 Marks)

Performance Indicators		Weightage
S. No.	Process related (06 Marks)	60%
1	Following safety precautions and other given guidelines.	
2	Demonstration of self-learning through active participation in the activity	
3	Correlating the ideas in logical and coherent manner.	
4	Composing complaint letter by using correct grammar and formal vocabulary and standard structure.	
Product related (04 Marks)		40%
5	Developing a well-organized complaint letter on the given situation.	
6	Timely submission of complete written assignment.	
Total (10 Marks)		

Dated Signature of teacher**Name of teacher.....**

[Space to Write Answers]

9. Paste a printout of complaint letter on the given topic

Practical No.10: Design PowerPoint presentation on any technical topic.

I. Practical Significance

The presentation skills play a crucial role in one's career development. An engineering professional has to deliver presentation for the various reasons throughout his career at different formal situations using information and technology. PowerPoint allows presenter to use images, audio and video to have a greater visual impact. These visual and audio cues also help a presenter be more flexible, dynamic and interactive with audience's focus. This practical experience has been designed to enhance the skills to *Communicate effectively and skillfully at workplace.*

II. Relevance to Programme Outcomes (POs) and PSOs

PO 1. Basic knowledge: Apply knowledge of basic mathematics, science and basic engineering to solve the problems related to application of computers and communication services in storing, manipulating and transmitting data, often in the context of a business or other enterprise

PO 8. Individual and team work: - Function effectively as a leader and team member in diverse/ multidisciplinary teams.

PO 9. Communication:- Communicate effectively in oral and written form

III. Relevant Course Outcomes

CO b: Communicate skillfully using non-verbal methods of communication.

CO e: Give presentations by using audio- visual aids.

IV. Practical Learning Outcome

Deliver a formal presentation at various formal situations.

V. Practical Skills

- a. Use computer systems including language lab software.
- b. Develop listening, speaking, reading and writing skills.

VI. Relevant Affective domain related Outcomes

a. Follow safety practices.

b. Demonstrate working as a leader/an individual /a team member.

VII. Minimum Theoretical Background

The knowledge of sentence construction and vocabulary is required to prepare and deliver an effective presentation. A presenter should be well versed with the netiquettes, ethics, code of conduct and guidelines of formal presentation.

VIII. Experimental set-up / Work Situation

Language Lab, with relevant software and open learning sources

IX. Resources required

S. No.	Name of the Resources	Specifications	Quantity	Remarks
1	Language Learning Software with internet, projector and printer	With facility for listening, speaking, reading, writing and recording	01 For each student	
2	Teacher console	Compatible with language laboratory	01 For teacher	
3	Open Learning sources	Videos on dialogue writing from internet	01 projected from teacher console	

X. Procedure

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Plan the content/ key words of each slide.
4. Use Microsoft power point tool to design slides.
5. Follow the all technical specification.
6. Design the slides in logical development of the content.
7. Finalize the presentations in consultation with facilitator.
8. Print and submit the assignment.

XI. Precautions

1. Follow safety guidelines while using Language Laboratory.
2. Handle headphones carefully.
3. Do not insert pen drive/memory card in the laboratory computers.

XII. Teacher's Suggestions

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Note: Complete the exercises given by the teacher on the next blank page

XIII. References / Suggestions for further Reading

1. Developing communication Skills- Krishna Mohan, Meera Banerji

XIV. Assessment Scheme (10 Marks)

Performance Indicators		Weightage	
S. No	Process related (06 marks)		
1	Following safety precautions and other given instructions		
2	Demonstration of self-learning.		
3	Use of online sources and tools for designing power point		
Product related (04 Marks)		40%	
1	Design PowerPoint the given topic		
2	Timely submission of complete written assignment		
Total (10 Marks)			

Dated Signature of teacher**Name of teacher.....**

[Space to Write Answers]

10. Paste the printouts (Handouts format) of Power Point presentation.

Practical No. 11: Explain the eight principles of effective Communication.

I. Practical Significance

Effective communication is a fundamental tool for a successful profession and professional. It is a vital life skill which benefits in all aspects, from a professional life to social gatherings; with clients and colleagues. It is one of the most essential skills a professional must have. Effective communication is the oil that keeps the workplace machine running smoothly. This learning experience has been designed to enhance the skills to '*Communicate effectively and skillfully at workplace*'.

II. Relevance to Programme Outcomes (POs) and PSOs

PO 1. Basic knowledge: Apply knowledge of basic mathematics, science and basic engineering to solve the problems related to application of computers and communication services in storing, manipulating and transmitting data, often in the context of a business or other enterprise

PO 8. Individual and team work: - Function effectively as a leader and team member in diverse/ multidisciplinary teams.

PO 9. Communication:- Communicate effectively in oral and written form

III. Relevant Course Outcomes

CO a: Communicate effectively by avoiding barriers in various formal and informal situations.

CO b: Communicate skillfully using non-verbal methods of communication.

CO c: Give presentations by using audio- visual aids.

CO c: Write reports using correct guidelines.

CO d: Compose e-mail and formal business letters.

IV. Practical Learning Outcome

Communicate effectively in formal and informal situation.

V. Practical Skills

- a. Use computer systems including open learning sources.
- b. Develop listening, speaking, reading and writing skills.

VI. Relevant Affective domain related Outcomes

- a. Follow safety practices.
- b. Demonstrate working as a leader/an individual /a team member.
- c. Follow ethical practices.

VII. Minimum Theoretical Background

The knowledge of vocabulary, sentence construction and basic writing skills is required. The concept of effective communication should be known.

VIII. Experimental set-up / Work Situation

Language Lab with relevant software and open learning sources

IX. Resources required

S. No.	Name of the Resources	Specifications	Quantity	Remarks
1	English Language Laboratory	With facility for listening, speaking, reading, writing and recording	01 For each student	
2	Teacher console	Compatible with language laboratory	01 For teacher	
3	Open Learning sources	Videos on Dialogue writing / role plays from YouTube	01 projected from teacher console	

X. Procedure

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Read the instructions carefully.
4. Watch short online videos related to effective communication.
5. Refer reference books/online sources in context with principles of effective communication.
6. Make notes based on the referred content.
7. Finalize the content in consultation with facilitator.
8. Submit the final assignment.

XI. Precautions

1. Follow safety guidelines while using Language Laboratory.
2. Handle headphones carefully.
3. Do not insert pen drive/memory card in the laboratory computers.

XII. Teacher Recommendations

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Note: Complete the exercises given by the teacher on the next blank page

XIII. References for further Reading

1. Developing communication skills –Krishna Mohan ,Meera Banerji

XIV. Assessment Scheme (10 Marks)

Performance Indicators		Weightage
S. No.	Process related (06 Marks)	60%
1	Use of online and print resources	
2	Organizing the data in concise manner	
3	Demonstration of self-learning through active participation	
4	Following safety precautions.	
Product related (04 Marks)		40%
1	Presentation of the content related to principles of effective communication in an organized manner	
2	Timely submission of complete written assignment.	
Total (10 Marks)		

Dated Signature of teacher**Name of teacher.....**

[Space to Write Answers]

11: Explain the eight principles of effective communication

Practical No.12: Explain various non-verbal codes with examples.

I. Practical Significance

Nonverbal communication describes the process of shared cues between people, which goes hand-in-hand with oral communication which includes eye contact, frequency of glances, blink rate, gestures, facial expressions, postures, and more. These codes play important role in expressing the inner meaning of the messages. An engineer has to communicate face-to-face with subordinates or higher authority at workplace to work efficiently. This learning experience has been designed to enhance the skills to '*Communicate effectively and skillfully at workplace*'.

II. Relevance to Programme Outcomes (POs) and PSOs

PO1. Basic knowledge: Apply knowledge of basic mathematics, science and basic engineering to solve the problems related to application of computers and communication services in storing, manipulating and transmitting data, often in the context of a business or other enterprise.

PO 9. Communication: Communicate effectively in oral and written form.

PO 10. Life-long learning: Engage in independent and life-long learning along with the technological changes in the IT and allied industry

III. Relevant Course Outcomes

COb : Communicate skillfully using non-verbal methods of communication.

COc: Give presentations by using audio- visual aids.

IV. Practical Learning Outcome

Construct sentences using idioms.

V. Practical Skills

- a. Use computer system including language lab software.
- b. Develop listening, speaking, reading and writing skills.

VI. Relevant Affective domain related Outcomes

- a. Follow safety practices.
- b. Demonstrate working as a leader/individual /team member.

VII. Minimum Theoretical Background

The knowledge of using visual cues such as body language (kinesics), distance (proxemics) and physical environments/appearance, of voice (paralanguage) and of touch (haptics) is essential for performing this learning experience effectively.

VIII. Experimental set-up / Work Situation

Language Lab with relevant software and open learning sources

IX. Resources required

S. No.	Name of the Resources	Specifications	Quantity	Remarks
1	English Language Laboratory	With facility for listening, speaking, reading, writing	01 for each student	
2	Teacher Console	Compatible with language laboratory	01 for teacher	
3	Open Learning sources	Internet based learning	01 Projected from teacher console	

X. Procedure

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Refer online and offline resources.
4. Prepare the notes in context with nonverbal codes in a logical order.
5. Select relevant pictures and images which represent nonverbal codes.
6. Finalize the content and review of the content by facilitator.
7. Submit the assignment.

XI. Precautions

- a. Follow safety and other guidelines while using Language Laboratory.
- b. Handle headphones and other lab material carefully.
- c. Do not insert pen drive/memory card in the laboratory computers.

XII. Teacher's Suggestions

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Note: Complete the exercises given by the teacher on the next blank page

XIII. References for further Reading

1. Developing Communication Skills – Krishna Mohan and Meera Banerji
2. Speaking and Writing for Effective Business Communication – Francis Soundararaj

XIV. Assessment Scheme

Performance Indicators		Weightage
S. No.	Process related (06 Marks)	60%
1	Following safety precautions and other guidelines	
2	Demonstration of self-learning through active participation	
3	Referring online and print resources	
4	Organizing content in a logical sequence.	
	Product related (04 Marks)	40%
1	Use pictures, images and content explaining non-verbal codes	
2	Timely submission of complete written assignment	
	Total (10 Marks)	

Dated Signature of teacher**Name of teacher.....**

[Space to Write Answers]

12: Explain various non-verbal codes with examples

Stick the pictures of non verbal codes

Practical No.13: Explain the importance of personal appearance stating tips of grooming for a professional.

I. Practical Significance

Personal appearance is undeniably significant for an engineer for his/her professional growth. It creates positive impression and helps to gain respect at workplace. It provides a platform for an effective and smooth communication in the work as well as social setting. It shows one's image, attitude, and personality as a whole. This learning experience has been designed to '*Communicate effectively and skillfully at workplace.*'

II. Relevance to Programme Outcomes (POs) and PSOs

PO1. Basic knowledge: Apply knowledge of basic mathematics, science and basic engineering to solve the problems related to application of computers and communication services in storing, manipulating and transmitting data, often in the context of a business or other enterprise.

PO 9. Communication: Communicate effectively in oral and written form.

PO 10. Life-long learning: Engage in independent and life-long learning along with the technological changes in the IT and allied industry.

III. Relevant Course Outcomes

CO b: Communicate effectively by using nonverbal methods of communication.

CO c: Give presentations by using audio- visual aids.

IV. Practical Learning Outcome

- a. Identify the benefits of a well-groomed personal appearance.
- b. Identify and practice good personal grooming and hygiene habits.
- c. Practice good manners and etiquette.

V. Practical Skills

- a. Use computer systems including language lab software.
- b. Understand the importance of personal grooming and appearance for effective presentations.

VI. Relevant Affective domain related Outcomes

- a. Follow safety practices.
- b. Demonstrate working as a leader/individual /team member.

VII. Minimum Theoretical Background

It is essential to know the aspects of grooming and dressing for various formal situations with the effective use of body language. One should possess the knowledge of correct usage of gestures, postures, facial expressions and eye contact.

VIII. Experimental set-up / Work Situation

Language Lab with relevant software and open learning sources

IX. Resources required

Sr. No.	Name of the Resources	Specifications	Quantity	Remarks
1	English Language Laboratory	With facility for PPTs and videos on personal grooming.	01 For each student	
2	Teacher console	Compatible with language laboratory	01 For teacher	
3	Open Learning sources	Internet based learning	01 projected from teacher console	

X. Procedure

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Watch the videos related to personal grooming and personal appearance
4. Refer online as well as print resources in context with grooming and personal appearance
5. Make a detailed note on the importance and tips of grooming and personal appearance.
6. Submit the content to facilitator for review.
7. Finalise and submit the assignment.

XI. Precautions

1. Follow safety guidelines while using Language Laboratory.
2. Handle headphones carefully.
3. Do not insert pen drive/memory card in the laboratory computers.

XII. Teacher's Suggestions

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Note: Complete the exercises given by the teacher on the next blank page

XIII. References for further Reading

1. Developing Communication Skills (Second Edition) – Krishna Mohan, Meera Banerji.

XIV. Assessment Scheme (10 Marks)

Performance Indicators		Weightage
S. No.	Process related (06 Marks)	60%
1	Following safety precautions	
2	Demonstration of self-learning	
3	Use of online and print resources	
Product related (04 marks)		40%
1	Timely submission of complete written assignment.	
2	Presentation of the content in an organized manner.	
Total (10 Marks)		

Dated Signature of teacher**Name of teacher.....**

13: Explain the importance of personal appearance

Tips of grooming for a professional-

Practical No.14: Draft a Memo on the given topic

I. Practical Significance

Memorandum is an important official document used to remind or convey or instruct an action or information. It is also used to announce or to give formal intimation about the new procedures or new products etc. It is also used to communicate something of immediate importance to people within a business or organization. It is a permanent record for a legal record and actions. It enables the organization to keep track of its progress and problems.

II. Relevance to Programme Outcomes (POs) and PSOs

PO1. Basic knowledge: Apply knowledge of basic mathematics, science and basic engineering to solve the problems related to application of computers and communication services in storing, manipulating and transmitting data, often in the context of a business or other enterprise.

PO 9. Communication: Communicate effectively in oral and written form.

PO 10. Life-long learning: Engage in independent and life-long learning along with the technological changes in the IT and allied industry.

III. Relevant Course Outcomes

CO d: Write reports using correct guidelines.

CO e: Compose e mail and formal business letters.

IV. Practical Learning Outcome

Draft memo on the given topic.

V. Practical Skills

a. Use computer systems including language lab software.

b. Develop typing and formatting skills.

VI. Relevant Affective domain related Outcomes

a. Follow safety practices.

b. Demonstrate working as a leader/an individual /a team member.

VII. Minimum Theoretical Background

The knowledge of types of memo used in an organization is important. One should know the standard format prescribed by the organization. The context and the purpose of the opening segment should be clear. A positive tone should be maintained while drafting memo.

VIII. Experimental set-up / Work Situation

Language Lab, with relevant software and open learning sources

IX. Resources required

S. No.	Name of the Resources	Specifications	Quantity	Remarks
1	Language Learning Software with internet, projector and printer	With facility for typing a memo using correct format.	01 For each student	
2	Teacher console	Compatible with language laboratory	01 For teacher	
3	Open Learning sources	Internet based exercises on memo	01 To be projected from teacher console	

X. Procedure

1. Log in to your account/student console/ assigned folder.
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Refer online and print material in context with drafting a business memo.
4. Draft the memo using standard format on the given topic.
5. Submit the draft to facilitator for review.
6. Type the memo following technical specifications.
7. Take the print out of memo.
8. Submit the assignment.

XI. Precautions

1. Follow safety guidelines while using Language Laboratory.
2. Do not insert pen drive/memory card in the laboratory computers.

XII. Teacher's Suggestions

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Note: Complete the exercises given by the teacher on the next blank page

XIII. References for further Reading

1. Business Communication – Meenakshi Raman and Prakash Singh
2. Effective Technical Communication – Ashraf Rizvi

XIV. Assessment Scheme

Performance Indicator		Weightage
Sr. No.	Process related (06 Marks)	60%
1	Following safety precautions and other given instructions	
2	Demonstration of self-learning	
3	Use of computer aided systems to draft the memo.	
Product related (04 Marks)		40%
1	Draft the memo using standard format	
2	Timely submission of complete written assignment	
	Total (10 Marks)	

Dated Signature of teacher**Name of teacher.....**

14. Paste the printout of memo-1

Paste the printout of memo-2

Practical No.15: Present any two Barriers to Communication using case Study.

I. Practical Significance

The ultimate aim of any communication is to reach out the maximum meaning without distortion or communication gap. It is essential to deal and cope with communication barriers so as to ensure smooth and effective communication. Effective communication involves ways to overcome the barriers and conveying a clear and concise message to the receiver. This learning experience gives exposure to '*Communicate effectively and skillfully at workplace.*

II. Relevance to Programme Outcomes (POs) and PSOs

PO1. Basic knowledge: Apply knowledge of basic mathematics, science and basic engineering to solve the problems related to application of computers and communication services in storing, manipulating and transmitting data, often in the context of a business or other enterprise.

PO 9. Communication: Communicate effectively in oral and written form.

PO 10. Life-long learning: Engage in independent and life-long learning along with the technological changes in the IT and allied industry.

III. Relevant Course Outcomes

CO a: Communicate effectively by avoiding barriers in various formal and informal situations.

IV. Practical Learning Outcome

Present any two barriers to communication using case study.

V. Practical Skills

- a. Use computer systems including language lab software.
- b. Develop case studies for any two barriers.

VI. Relevant Affective domain related Outcomes

- a. Follow safety practices.
- b. Demonstrate working as a leader/ an individual /a team member.

VII. Minimum Theoretical Background

The knowledge of types of barriers is essential. A sender should be aware of the remedies to minimize the barriers. Feedback should be taken from the receiver to make communication effective.

VIII. Experimental set-up / Work Situation

Language Lab with relevant software and open learning sources

IX. Resources required

S. No.	Name of the Resources	Specifications	Qty.	Remarks
1	English Language Laboratory	With facility for typing the case studies individually or in pairs.	01 for each student	One teacher console
2	Teacher Console	Compatible with language laboratory	01 for each student	For teacher
3	Open Learning sources	Case studies available online for various situations	01	projected from teacher console

X. Procedure

1. Log in to your account//student console/ assigned folder.
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Select a case study on barrier to communication.
4. Answer the questions given below the case studies and submit the assignment by taking out a print.

XI. Precautions

1. Follow safety guidelines while using Language Laboratory.
2. Do not insert pen drive/memory card in the laboratory computers.

XII. Teacher's Suggestions

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Note: Complete the exercises given by the teacher on the next blank page

XIII. References for further Reading

1. Speaking and Writing for Effective Business Communication- Fancis Soundararaj
2. Effective Technical Communication – Ashraf Rizvi

XIV. Assessment Scheme (10 Marks)

Performance Indicators		Weightage
S. No.	Process related (06 Marks)	60%
1	Following safety precautions and other given guidelines	
2	Demonstration of self-learning through active participation	
3	Content of the case study	
Product related (04 Marks)		40%
3	Responding to the questions on the case studies	
4	Timely submission of complete written assignment	
Total (10 Marks)		

Dated Signature of teacher**Name of teacher.....**

15. Explain any two barriers to communication using case study

Practical No.16: Present a technical paper using IEEE format.

I. Practical Significance

A paper presentation plays a key role in one's academic as well as professional life. It is always required to present a paper, when it is required to share new concepts, knowledge and innovation with others. A well-organized paper is accepted into a technical publication and then is read and referenced by others. A technical paper must be well written and follow the style guide, norms and technical specifications instructed by the publication. There are various formats used to present the technical paper. However, IEEE Format is widely used by engineering professionals for presentation technical paper due its simplicity and industry credibility. A diploma engineering students starts presenting paper in the second year of his/her programme. Thus, It is essential to have knowledge of IEEE format and other parameters to design and present it effectively. This learning experience gives exposure to '*Communicate effectively and skillfully at workplace.*'

II. Relevance to Programme Outcomes (POs) and PSOs

PO1. Basic knowledge: Apply knowledge of basic mathematics, science and basic engineering to solve the problems related to application of computers and communication services in storing, manipulating and transmitting data, often in the context of a business or other enterprise.

PO 9. Communication: Communicate effectively in oral and written form.

PO 10. Life-long learning: Engage in independent and life-long learning along with the technological changes in the IT and allied industry.

III. Relevant Course Outcomes

CO a: Communicate effectively by avoiding barriers in various formal and informal situations.

CO c: Give presentations by using audio- visual aids.

IV. Practical Learning Outcome

Draft technical paper in IEEE format.

V. Practical Skills

- a. Use computer systems including language lab software.
- b. Develop speaking and presentation skills.

VI. Relevant Affective domain related Outcomes

- a. Follow safety practices.
- b. Demonstrate working as a leader/an individual /a team member.

VII. Minimum Theoretical Background

Knowledge of IEEE format of technical paper, vocabulary, syntax, pronunciation and intonation is required for the effective technical paper presentation.

VIII. Experimental set-up / Work Situation

Language Lab with relevant software and open learning sources

IX. Resources required

S. No.	Name of the Resources	Specifications	Quantity	Remarks
1	Language Learning Software with internet, projector and printer	With facility for listening, speaking, reading, writing and recording	01 For each student	
2	Teacher console	Compatible with language laboratory	01 For teacher	
3	Open Learning sources	Internet based exercise on reading practice	01 projected from teacher console	

X. Procedure

1. Log in to your account/student console/ assigned folder
2. Read, understand the instructions from practical manual/ assignment document and discuss the understanding with your facilitator.
3. Visit IEEE technical paper web sources
4. Follow the IEEE format.
5. Refer the standard format.
6. Select a specimen technical paper available on open sources
7. Follow the technical specifications for designing the paper.
8. Finalize the paper in consultation with facilitator.
9. Print and submit the assignment.

XI. Precautions

1. Follow safety guidelines while using Language Laboratory.
2. Handle headphones carefully.
3. Do not insert pen drive/memory card in the laboratory computers.

XII. Teacher's Suggestions

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Note: Complete the exercises given by the teacher on the next blank page.

XIII. References for further Reading

1. Professional Presentation- Mc Goodle
2. Developing Communication Skills- Krishna Mohan, Meera Bannerji

XIV Assessment Scheme (10 Marks)

Performance Indicators		Weightage
S. No.	Process related (06 Marks)	60%
1	Following safety precautions and other given instructions	
2	Demonstration of self-learning through active participation in the activity	
3	Select standard IEEE technical paper.	
Product related (04 Marks)		40%
1	Print specimen IEEE technical paper.	
2	Timely submission of complete written assignment	
Total (10 Marks)		

Dated Signature of teacher**Name of teacher.....**

[Space to Write Answers]

16. Paste the specimen of a technical paper (IEEE format)

List Of Laboratory Manuals Developed by MSBTE

First Semester:

1	Fundamentals of ICT	22001
2	English	22101
3	English Work Book	22101W
4	Basic Science (Chemistry)	22102
5	Basic Science (Physics)	22102

Second Semester:

1	Bussiness Communication Using Computers	22009
2	Computer Peripherals & Hardware Maintenance	22013
3	Web Page Design with HTML	22014
4	Applied Science (Chemistry)	22202
5	Applied Science (Physics)	22202
6	Applied Machines	22203
7	Basic Surveying	22205
8	Applied Science (Chemistry)	22211
9	Applied Science (Physics)	22211
10	Fundamental of Electrical Engineering	22212
11	Elements of Electronics	22213
12	Elements of Electrical Engineering	22215
13	Basic Electronics	22216
14	'C' programming Language	22218
15	Basic Electronics	22225
16	Programming in "C"	22226
17	Fundamentals of Chemical Engineering	22231

Third Semester:

1	Applied Multimedia Techniques	22024
2	Advanced Surveying	22301
3	Highway Engineering	22302
4	Mechanics of Structures	22303
5	Building Construction	22304
6	Concrete Technology	22305
7	Strength Of Materials	22306
8	Automobile Engines	22308
9	Automobile Transmission System	22309
10	Mechanical Operations	22313
11	Technology Of Inorganic Chemicals	22314
12	Object Oriented Programming Using C++	22316
13	Data Structure Using 'C'	22317
14	Computer Graphics	22318
15	Database Management System	22319
16	Digital Techniques	22320
17	Principles Of Database	22321
18	Digital Techniques & Microprocessor	22323
19	Electrical Circuits	22324
20	Electrical & Electronic Measurment	22325
21	Fundamental Of Power Electronics	22326
22	Electrical Materials & Wiring Practice	22328
23	Applied Electronics	22329
24	Electrical Circuits & Networks	22330
25	Electronic Measurements & Instrumentation	22333
26	Principles Of Electronics Communication	22334
27	Thermal Engineering	22337
28	Engineering Matrology	22342
29	Mechanical Engineering Materials	22343
30	Theory Of Machines	22344

Fourth Semester:

1	Hydraulics	22401
2	Geo Technical Engineering	22404
3	Chemical Process Instrumentation & Control	22407
4	Fluid Flow Operation	22409
5	Technology Of Organic Chemicals	22410
6	Java Programming	22412
7	GUI Application Development Using VB.net	22034
8	Microprocessor	22415
9	Database Managment	22416
10	Electric Motors And Transformers	22418
11	Industrial Measurements	22420
12	Digital Electronics And Microcontroller Applications	22421
13	Linear Integrated Circuits	22423
14	Microcontroller & Applications	22426
15	Basic Power Electronics	22427
16	Digital Communication Systems	22428
17	Mechanical Engineering Measurments	22443
18	Fluid Mechanics and Machinery	22445

19	Fundamentals Of Mechatronics	22048
20	Guidelines & Assessment Manual for Micro Projects & Industrial Training	22049

Fifth Semester:

1	Network Management & Administration	17061
2	Solid Modeling	17063
3	CNC Machines	17064
4	Behavioral Science(Hand Book)	17075
5	Behavioral Science (Assignment Book)	17075
6	Windows Programming using VC++	17076
7	Estimation and Costing	17501
8	Public Health Engineering	17503
9	Concrete Technology	17504
10	Design of Steel Structures	17505
11	Switchgear and Protection	17508
12	Microprocessor & Application	17509
13	A.C. Machines	17511
14	Operating System	17512
15	Java Programming	17515
16	System Programming	17517
17	Communication Technology	17519
18	Hydraulic & Pneumatics	17522
19	Advanced Automobile Engines	17523
20	Basic Electrical & Electronics	17524
21	Measurement and Control	17528
22	Power Engineering	17529
23	Metrology & Quality Control	17530
24	Computer Hardware & Networking	17533
25	Microcontroller	17534
26	Digital Communication	17535
27	Control System & PLC	17536
28	Audio Video Engineering	17537
29	Control System	17538
30	Industrial Electronics and applications	17541
31	Heat Transfer Operations	17560
32	Chemical Process Instrumentation & control	17561

Sixth Semester:

1	Solid Modeling	17063
2	Highway Engineering	17602
3	Contracts & Accounts	17603
4	Design of R.C.C. Structures	17604
5	Industrial Fluid Power	17608
6	Design of Machine Elements	17610
7	Automotive Electrical and Electronic Systems	17617
8	Vehicle Systems Maintenance	17618
9	Software Testing	17624
10	Advanced Java Programming	17625
11	Mobile Computing	17632
12	System Programing	17634
13	Testing & Maintenance of Electrical Equipments	17637
14	Power Electronics	17638
15	Illumination Engineering	17639
16	Power System Operation & Control	17643
17	Environmental Technology	17646
18	Mass Transfer Operation	17648
19	Advanced Communication System	17656
20	Mobile Communication	17657
21	Embedded System	17658
22	Process Control System	17663
23	Industrial Automation	17664
24	Industrial Drives	17667
25	Video Engineering	17668
26	Optical Fiber & Mobile Communication	17669
27	Therapeutic Equipment	17671
28	Intensive Care Equipment	17672
29	Medical Imaging Equipment	17673

Pharmacy Lab Manual

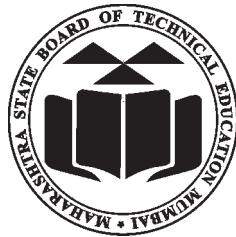
First Year:

1	Pharmaceutics - I	0805
2	Pharmaceutical Chemistry - I	0806
3	Pharmacognosy	0807
4	Biochemistry and Clinical Pathology	0808
5	Human Anatomy and Physiology	0809

Second Year:

1	Pharmaceutics - II	0811
2	Pharmaceutical Chemistry - II	0812
3	Pharmacology & Toxicology	0813
4	Hospital and Clinical Pharmacy	0816

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