

Unit 4: Group Discussion

10 hours

Nature, forms and classification of Groups. Role of managers in Group Discussions. Effective Group Decision Making. Group Conflict.

Interviews: Interviewing, Nature and types of Interviewing Questions. Verbal and Non-Verbal aspects of interviewing. Types of Interviews: structured and unstructured; group and depth.

Unit 5: Meetings

10 hours

Planning and conducting meetings. Meeting Process. Ways to Effectively lead a meeting. Evaluating meeting and drafting minutes of a meeting.

E-mail, Business Reports and Proposals: E-mail Etiquettes, smartness and presentation. Business Reports and proposals: Writing, purpose and sections/parts.

Exercises: The learners are required to:

1. summarise annual reports of companies.
2. write business proposals.
3. participate in group discussions and mock interviews
4. smartly draft business emails.

Suggested Readings:

- Bell, R. L. & Martin, J. S. (2019) *Managerial Communication*. Business Expert Press.
- Gupta, Alpana & Gupta. S. M.(2016), *Effective Business Communication*, Viva Books Originals
- Sengupta. (2011). *Business and Managerial Communication*, Prentice Hall India Learning Private Limited, New Delhi
- Lesikar, R.V. & Flatley, M.E.; (2008) *Basic Business Communication Skills for Empowering the Internet Generation*, Tata McGraw Hill Publishing Company Ltd. New Delhi.
- *Thimmaiah, N. Babitha & Reddy, P. Chandrika Reddy. (2020). Managerial Communication, Thakur Publications Pvt. Co.Ltd. Bengaluru. India*
- Ludlow, R. & Panton, F.,(1992) *The Essence of Effective Communications*, Prentice Hall of India Pvt. Ltd., New Delhi.
- Bhatia, R. C. (2008), *Business Communication*, Ane Books Pvt Ltd, New Delhi.
- Scot, O., (2004), *Contemporary Business Communication*. Biztantra, New Delhi
- Madhukar R. K.(2011), *Business Communication*, Vikas Publishing, New Delhi

Notes:

1. Suggested readings shall be updated and uploaded on the college website from time to time.
2. Examination scheme and mode shall be as prescribed by the Examination branch, University of Delhi from time to time