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### **Unit 3 (3weeks)**

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

### **Unit 4 (4 weeks)**

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 and purpose.

### **Practical component (if any) -**

N/A

### **Essential/recommended readings**

N/A

### **Suggestive readings**

1. Bell, Reginald & Martin, Jeanette (2014). Managerial Communication. Business Expert Press.
2. Lesikar, R.V. & Flatley, M.E. (2001). Basic Business Communication Skills for Empowering the Internet Generation, Tata McGraw Hill Publishing Company Ltd. New Delhi.
3. Ludlow, R. & Panton, F.(1992). The Essence of Effective Communications, Prentice Hall of India Pvt. Ltd., New Delhi.
4. Owen Hargie, David Dickson, Dennis Tourish (1999). Communication in Management. Gower Publishing, Ltd.
5. R. C. Bhatia (2008), Business Communication, Ane Books Pvt Ltd, New Delhi.