

बिरसा मुंडा ट्रायबल युनिवर्सिटी Birsa Munda Tribal University

राजपिपला, जि॰ नर्मदा Rajpipla, Dist. Narmda Established by Tribal Development Department, Govt. of Guigrat

School of Arts B.A. (ECONOMICS) Programme

Subject Code & Name: BA03MDECO1 CONVERSATIONAL SKILLS

Teaching and Evaluation Scheme:

Teaching Scheme					Examination Scheme Component Weightage (%)			
Credits								
				CCE		SEE		
L	T	P	Total	TH	PWE	TH	PWE	
4	-	-	4	50	00	50	00	

Programme Name	B.A.		
Semester	III		
Course Code	BA03MDECO1		
Course Title	CONVERSATIONAL SKILLS		
Course Content Type (Th./Pr.)	Theory		
Course Credit	4		
Sessions+ Lab. Per Week	4		
Total Teaching/Lab. Hours	60 Hours		
* 2 Laboratory = 1 Session			

Learning Objectives

- 1. To enable students to use greetings, introductions, and polite expressions in everyday conversations
- 2. To prepare students for practical spoken English situations like markets, banks, and telephone calls
- 3. To develop students' ability to communicate effectively in professional settings such as interviews and meetings
- 4. To help students express agreement, apology, advice, compliments, and narrations accurately
- 5. To enhance students' skills in storytelling, debating, and delivering short speeches

Prerequisites (if any)

Learning Outcomes

Upon completing this course, students will be able to:

- 1. Engage in everyday conversations using greetings, introductions, and polite expressions
- 2. Handle practical spoken English situations like markets, banks, and telephone calls confidently
- 3. Communicate effectively in professional settings such as interviews, meetings, and presentations
- 4. Express agreement, apology, advice, compliments, and narrations appropriately
- 5. Develop skills in storytelling, debating, and delivering short speeches with clarity





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UNIT	TOPIC/SUB-TOPIC	TEACHING HOURS
	Foundations of Effective Conversation:	
	A. What Makes a Good Conversation?	
	B. Types of Everyday Conversations (casual, structured,	
I	transactional)	15
	C. Greetings, Self-introduction, Introducing Others	13
	D. Asking and Answering Questions	
	E. Social Courtesies and Politeness Markers (Thank you, Please,	
	Sorry, Excuse me)	
	Practical Spoken English Situations:	
	A. Conversation at the Market, Bank, Hospital, Post Office	
II	B. Making and Receiving Telephone Calls	15
	C. Asking for and Giving Directions	
	D. Role-plays: Booking tickets, Job Enquiries, Doctor Visits	
	E. Daily Routine Descriptions	
	Situational Dialogues for Professional Life:	
	A. Speaking at Interviews and Group Discussions	
***	B. Office/Workplace Communication (Meetings, Memos,	
III	Discussions)	15
	C. Making Presentations: Structure, Language and Delivery	
	D. Handling Complaints, Requests and Suggestions	
	E. Email and Voicemail Conversations (tone, clarity, etiquette)	
	Functions of Language and Performance Skills	
	A. Expressing Agreement/Disagreement, Permission, Apology, Refusal	
IV	B. Complimenting, Congratulating, Warning, Advising	15
1 4	C. Storytelling, Narration and Short Speeches	13
	D. Debating and Opinion Sharing (Informal Debates)	
	E. Vocabulary Enrichment for Expressive Communication	

Text Book(s)

NA





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Reference Books

- 1. Adair, John. Effective Communication. London: Pan Macmillan Ltd., 2003.
- 2. Ajmani, J. C. Good English: Getting it Right. New Delhi: Rupa Publications, 2012
- 3. Bovee, Courtland L.; Thill, John V. Business Communication Today, Pearson Education. 2021
- 4. Rai Urmila. English Language Communication Skills, Himalaya Publishing House. 2011

Web Resources

Online Resources

Required Software(s) (if any)

Practical(s) (if any)

L:: Lecture, T:: Tutorial, P::Practical

CCE::Continuous and Comprehensive Evaluation

(CCE Theory includes Mid Semester Examination, Assignment, MCQ quizzes, Seminar, Reflective notes, class participation, case analysis and presentation, slip tests (announced/surprised), attendance etc. or any combination of these)

PWE::Practical Work Examination

(PWE includes Laboratory practical work, project work, viva simulation exercise work etc.)

SEE::Semester End Evaluation

