



<b>Lesson Plan 1.1</b>	<b>Course Name: Fundamentals of Business Communication</b> <b>Topic: Basic Forms of Communication, Process of Communication</b>	<b>Course Code: UGSEC-104 (C)</b>
<b>Objectives</b>	a) Define communication and its importance b) Identify and explain different basic forms of communication c) Describe the communication process d) Understand the role of each element in the communication process	
<b>Teaching Aids (if any)</b>	a) Whiteboard/Blackboard b) Powerpoint presentation	
<b>Teaching Development</b>	<p><b>1. Introduction (5 minutes):</b></p> <ul style="list-style-type: none"><li>- Begin with an engaging question or activity to spark interest in communication.<ul style="list-style-type: none"><li>- Example: Ask students to share a recent misunderstanding they experienced and how it could have been avoided.</li></ul></li><li>- Introduce the topic of communication and its significance in daily life.</li><li>- Write the topic "Basic Forms and Process of Communication" on the board.</li></ul> <p><b>2. Development (30 minutes):</b></p> <ul style="list-style-type: none"><li>• <b>Basic Forms of Communication:</b><ul style="list-style-type: none"><li>a) Explain the concept of communication as the exchange of information, ideas, or feelings.</li><li>b) Discuss the different forms of communication:<ul style="list-style-type: none"><li>- Verbal (oral and written)</li><li>- Non-verbal (body language, gestures, facial expressions)</li><li>- Visual (images, graphics, videos)</li><li>- Audio (music, sounds)</li></ul></li><li>a) Provide examples of each form and their effectiveness in different contexts.</li></ul></li><li>• <b>Communication Process:</b><ul style="list-style-type: none"><li>- Introduce the basic communication model (sender, message, channel, receiver, feedback).</li><li>- Explain each element of the model in detail:<ul style="list-style-type: none"><li>- Sender: the person who initiates the message</li><li>- Message: the information being conveyed</li><li>- Channel: the medium through which the message is sent</li><li>- Receiver: the person who interprets the message</li></ul></li></ul></li></ul>	



- Feedback: the receiver's response to the message

- Use diagrams or visuals to illustrate the communication process.

**Exercise (5 minutes):**

- Divide students into pairs or small groups.
- Assign each group a communication scenario (e.g., job interview, classroom discussion, social media post).
- Ask groups to identify the basic forms of communication used in the scenario and analyze the communication process involved.
- Have groups share their findings with the class.

**Closure**

- Summarize the Lesson Learning Outcomes and get affirmation from students on these.
- Suggested Reading  
Technical Communication, Wiley Editorial, Wiley, 1st (2019), Business Correspondence and Report Writing, R. C. Sharma and Krishna Mohan, Tata McGraw Hill, 6th (2020)

**Homework:**

- Observe different communication situations in your daily life (e.g., family, friends, media).
- Identify the basic forms of communication used and analyze the communication process.
- Write a short reflection on the importance of effective communication.

Spend 5 minutes to wrap up and consolidate the learnings

**Evaluation**

- Reflective questions (what, why, who). Allow students to answer questions and discuss.
- Spend 5 minutes to evaluate student assimilation of the lesson contents.



<b>Lesson Plan 1.2</b>	<b>Course Name: Fundamentals of Business Communication</b>	<b>Course Code: UGSEC-104 (C)</b>
<b>Objectives</b>	<ul style="list-style-type: none"><li>• Understand the importance of effective business communication.</li><li>• Define and explain the seven C's of effective communication.</li><li>• Apply the 7C's to real-life business scenarios</li></ul>	
<b>Teaching Aids (if any)</b>	<ul style="list-style-type: none"><li>• Whiteboard/Blackboard</li><li>• Powerpoint presentation</li></ul>	
<b>Teaching Development</b>	<p>Introduction (5 minutes):</p> <ul style="list-style-type: none"><li>• Begin with a thought-provoking question: "How important is communication in the business world?"</li><li>• Encourage students to share their thoughts and experiences.</li><li>• Introduce the concept of effective business communication as a crucial skill for success.</li><li>• Write "Principles of Effective Business Communication" on the board.</li></ul> <p>Development (30 minutes):</p> <ul style="list-style-type: none"><li>• <b>Define Effective Business Communication:</b><ul style="list-style-type: none"><li>○ Explain that effective business communication is clear, concise, and persuasive communication that achieves desired goals.</li></ul></li><li>• <b>Introduce the 7 C's:</b><ul style="list-style-type: none"><li>○ Clearly explain each of the seven C's:<ul style="list-style-type: none"><li>▪ Clear: Message is easily understood.</li><li>▪ Concise: Message is brief and to the point.</li><li>▪ Concrete: Message is specific and supported by facts.</li><li>▪ Correct: Message is grammatically correct and free of errors.</li><li>▪ Coherent: Message is logical and organized.</li><li>▪ Complete: Message contains all necessary information.</li><li>▪ Courteous: Message is polite and respectful.</li></ul></li><li>○ Provide examples of each C using real-life business scenarios.</li><li>○ Use visual aids (charts, diagrams) to illustrate the 7 C's.</li></ul></li></ul> <p>Exercise (5 minutes):</p> <ul style="list-style-type: none"><li>• Divide students into groups of 3-4.</li><li>• Provide each group with a common business communication challenge (e.g., writing an email to a client, delivering a presentation).</li><li>• Ask groups to analyze the situation using the 7 C's and suggest improvements.</li></ul>	



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- Have one representative from each group share their findings.

**Closure**

- Summarize the Lesson Learning Outcomes and get affirmation from students on these.
- Suggested Reading  
Technical Communication, Wiley Editorial, Wiley, 1st (2019), Business Correspondence and Report Writing, R. C. Sharma and Krishna Mohan, Tata McGraw Hill, 6th (2020)

Homework:

- Find a real-world example of effective and ineffective business communication.
- Analyze the communication using the 7 C's.
- Explain how the communication could be improved.

Spend 5 minutes to wrap up and consolidate the learnings

**Evaluation**

- Reflective questions (what, why, who). Allow students to answer questions and discuss.
- Spend 5 minutes to evaluate student assimilation of the lesson contents.



<b>Lesson Plan 1.3</b>	<b>Course Name: Fundamentals of Business Communication</b>	<b>Course Code: UGSEC-104 (C)</b>
<b>Objectives</b>	<ul style="list-style-type: none"><li>• Define verbal and non-verbal communication.</li><li>• Identify different types of non-verbal communication.</li><li>• Explain the importance of effective communication.</li><li>• Recognize common barriers to communication.</li><li>• Suggest strategies to overcome communication barriers.</li></ul>	
<b>Teaching Aids (if any)</b>	<ul style="list-style-type: none"><li>• Whiteboard/Blackboard</li><li>• Powerpoint presentation</li></ul>	
<b>Teaching Development</b>	<p>Introduction (5 minutes):</p> <ul style="list-style-type: none"><li>• Begin with a question: "How do we communicate with each other?"</li><li>• Elicit responses from students such as talking, writing, gestures, facial expressions.</li><li>• Introduce the topic of verbal and non-verbal communication.</li><li>• Write the topic on the board.</li></ul> <p>Development (30 minutes):</p> <ul style="list-style-type: none"><li>• <b>Verbal and Non-Verbal Communication:</b><ul style="list-style-type: none"><li>○ Define verbal communication as the use of words to convey messages.</li><li>○ Define non-verbal communication as communication without words, including body language, facial expressions, gestures, and tone of voice.</li><li>○ Provide examples of each type of communication.</li><li>○ Discuss the importance of both verbal and non-verbal communication in effective communication.</li></ul></li><li>• <b>Barriers to Communication:</b><ul style="list-style-type: none"><li>○ Explain that barriers can hinder effective communication.</li><li>○ Identify common barriers such as noise, language differences, cultural differences, and emotional barriers.</li><li>○ Provide examples of how these barriers can affect communication.</li><li>○ Discuss the impact of technology on communication (e.g., social media, texting).</li></ul></li></ul> <p>Exercise (5 minutes):</p> <ul style="list-style-type: none"><li>• Divide students into pairs.</li><li>• Provide each pair with a role-play scenario involving a communication barrier.</li></ul>	



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	<ul style="list-style-type: none"><li>• Ask pairs to act out the scenario and then discuss how the barrier could be overcome.</li><li>• Share some examples as a class.</li></ul>
<b>Closure</b>	<ul style="list-style-type: none"><li>• Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>• Suggested Reading Technical Communication, Wiley Editorial, Wiley, 1st (2019), Business Correspondence and Report Writing, R. C. Sharma and Krishna Mohan, Tata McGraw Hill, 6th (2020)</li></ul> <p>Homework:</p> <ul style="list-style-type: none"><li>• Observe people around you and identify examples of verbal and non-verbal communication.</li><li>• Identify a communication barrier you have experienced and describe how you overcame it or could have overcome it.</li></ul> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ul style="list-style-type: none"><li>• Reflective questions (what, why, who). Allow students to answer questions and discuss.</li><li>• Spend 5 minutes to evaluate student assimilation of the lesson contents.</li></ul>



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<b>Lesson Plan 1.4</b>	<b>Course Name: Fundamentals of Business Communication</b>	<b>Course Code: UGSEC-104 (C)</b>
<b>Objectives</b>	<ul style="list-style-type: none"><li>• Define listening and its importance in effective communication.</li><li>• Identify different types of listening and their appropriate uses.</li><li>• Recognize common barriers to effective listening</li></ul>	
<b>Teaching Aids (if any)</b>	<ul style="list-style-type: none"><li>• Whiteboard/Blackboard</li><li>• Powerpoint presentation</li></ul>	
<b>Teaching Development</b>	Introduction (5 minutes): <ul style="list-style-type: none"><li>• Begin with a thought-provoking question: "How much time do you think we spend listening compared to speaking, reading, and writing?"</li><li>• Discuss the importance of communication and its components: speaking, listening, reading, and writing.</li><li>• Introduce the topic of listening as a crucial skill for effective communication.</li></ul>	



#### Development (30 minutes):

- **Purpose of Listening:**
  - Explain that listening is the process of receiving, constructing meaning from, and responding to spoken or nonverbal messages.
  - Discuss various purposes of listening:
    - To understand information
    - To evaluate information
    - To empathize
    - To relax and enjoy
- **Types of Listening:**
  - Explain that there are different types of listening for different situations.
    - Discriminative listening: listening for sounds
    - Comprehensive listening: listening to understand
    - Appreciative listening: listening for enjoyment
    - Empathic listening: listening to understand feelings
    - Critical listening: listening to evaluate
- **Barriers to Listening:**
  - Discuss common obstacles that hinder effective listening:
    - Physical distractions
    - Mental distractions
    - Emotional distractions
    - Physiological barriers
    - Language barriers

#### Exercise (5 minutes):

- Divide students into pairs.
- One student will speak about a topic for 2 minutes while the other listens attentively.
- After, the listener summarizes the main points and asks clarifying questions.
- Switch roles and repeat the exercise.

#### Closure

- Summarize the Lesson Learning Outcomes and get affirmation from students on these.
- Suggested Reading  
Technical Communication, Wiley Editorial, Wiley, 1st (2019), Business Correspondence and Report Writing, R. C. Sharma and Krishna Mohan, Tata McGraw Hill, 6th (2020)

#### Homework:

- Observe people around you for a day and identify different types of listening they engage in.
- Reflect on your own listening habits and identify barriers you often face.



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- Find a short article or news report and summarize it in your own words, demonstrating critical listening skills

Spend 5 minutes to wrap up and consolidate the learnings

**Evaluation**

- Reflective questions (what, why, who). Allow students to answer questions and discuss.
- Spend 5 minutes to evaluate student assimilation of the lesson contents.



<b>Lesson Plan 1.5</b>	<b>Course Name: Fundamentals of Business Communication</b>	<b>Course Code: UGSEC-104 (C)</b>
<b>Objectives</b>	<ul style="list-style-type: none"><li>• Define listening barriers</li><li>• Identify common listening barriers</li><li>• Explain the importance of overcoming listening barriers</li><li>• Develop strategies to improve listening skills</li></ul>	
<b>Teaching Aids (if any)</b>	<ul style="list-style-type: none"><li>• Whiteboard/Blackboard</li><li>• Powerpoint presentation</li></ul>	
<b>Teaching Development</b>	<p>Introduction (5 minutes):</p> <ul style="list-style-type: none"><li>• Begin by asking students about their experiences with misunderstandings.</li><li>• Discuss how ineffective listening can lead to problems in personal and professional life.</li><li>• Introduce the concept of listening barriers as obstacles to effective communication.</li><li>• Write the topic "Overcoming Listening Barriers" on the board.</li></ul> <p>Development (30 minutes):</p> <ul style="list-style-type: none"><li>• <b>Define Listening Barriers:</b><ul style="list-style-type: none"><li>○ Explain that listening barriers are factors that hinder effective listening.</li><li>○ Provide examples of physical, psychological, and environmental barriers.</li></ul></li><li>• <b>Common Listening Barriers:</b><ul style="list-style-type: none"><li>○ Discuss common listening barriers in detail:<ul style="list-style-type: none"><li>▪ Physical barriers (noise, distractions)</li><li>▪ Psychological barriers (prejudices, emotions)</li><li>▪ Language barriers</li><li>▪ Cultural barriers</li></ul></li><li>○ Use real-life examples and anecdotes to illustrate each barrier.</li></ul></li><li>• <b>Importance of Overcoming Listening Barriers:</b><ul style="list-style-type: none"><li>○ Emphasize the significance of effective listening for building relationships, resolving conflicts, and achieving success.</li><li>○ Discuss the impact of poor listening on personal and professional life.</li></ul></li><li>• <b>Strategies for Overcoming Listening Barriers:</b><ul style="list-style-type: none"><li>○ Introduce strategies to improve listening skills:<ul style="list-style-type: none"><li>▪ Active listening techniques (paraphrasing, reflecting, summarizing)</li><li>▪ Maintaining eye contact</li><li>▪ Avoiding interruptions</li></ul></li></ul></li></ul>	



	<ul style="list-style-type: none"><li>▪ Managing distractions</li><li>▪ Asking clarifying questions</li><li>▪ Being open-minded</li><li>○ Provide practical tips and examples for each strategy.</li></ul> <p>Exercise (5 minutes):</p> <ul style="list-style-type: none"><li>• Divide students into pairs.</li><li>• Provide each pair with a role-play scenario involving a listening barrier.</li><li>• Ask students to act out the scenario, focusing on identifying the barrier and using effective listening strategies to resolve the situation.</li></ul>
<b>Closure</b>	<ul style="list-style-type: none"><li>• Summarize the Lesson Learning Outcomes and get affirmation from students on these.</li><li>• Suggested Reading Technical Communication, Wiley Editorial, Wiley, 1st (2019), Business Correspondence and Report Writing, R. C. Sharma and Krishna Mohan, Tata McGraw Hill, 6th (2020)</li></ul> <p>Homework:</p> <ul style="list-style-type: none"><li>• Reflect on your own listening habits and identify your primary listening barriers.</li><li>• Develop a personal listening improvement plan, outlining specific strategies you will implement.</li><li>• Observe people around you and identify instances of effective and ineffective listening.</li></ul> <p>Spend 5 minutes to wrap up and consolidate the learnings</p>
<b>Evaluation</b>	<ul style="list-style-type: none"><li>• Reflective questions (what, why, who). Allow students to answer questions and discuss.</li><li>• Spend 5 minutes to evaluate student assimilation of the lesson contents.</li></ul>



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<b>Lesson Plan 2.1</b>	<b>Course Name:</b> <b>Fundamentals of Business Communication</b>	<b>Course Code:</b> UGSEC-104 (C)
<b>Objectives</b>	<ul style="list-style-type: none"><li>• Understand the basic <b>structure</b> of a business letter.</li><li>• Explore different <b>presentation styles</b> used in business correspondence.</li><li>• Learn to write professional business letters with proper formatting</li></ul>	
<b>Teaching Aids (if any)</b>	<ul style="list-style-type: none"><li>• Whiteboard/Blackboard</li><li>• Powerpoint presentation</li></ul>	
<b>Teaching Development</b>	<p><b>Introduction (5 minutes):</b></p> <ul style="list-style-type: none"><li>• <b>Warm-up Questions:</b><ul style="list-style-type: none"><li>○ Have you ever written a business letter before?</li><li>○ What is the difference between formal and informal letters?</li></ul></li><li>• <b>Overview of Lesson:</b><ul style="list-style-type: none"><li>○ Introduce the importance of proper structure and style in business letter writing.</li></ul></li></ul> <p><b>Development (30 minutes):</b></p> <ul style="list-style-type: none"><li>• <b>Structure of Business Letters:</b><ul style="list-style-type: none"><li>○ Discuss the essential elements of a business letter, including:<ul style="list-style-type: none"><li>▪ Sender's address</li><li>▪ Date</li><li>▪ Recipient's address</li><li>▪ Salutation</li><li>▪ Body (introduction, details, and conclusion)</li><li>▪ Closing (complimentary close and signature)</li></ul></li></ul></li><li>• <b>Presentation Styles:</b><ul style="list-style-type: none"><li>○ Explain various formats: <b>Block style, Modified block style, and Semi-block style.</b></li></ul></li><li>• <b>Activity:</b><ul style="list-style-type: none"><li>○ Show a sample business letter and ask students to identify the different sections.</li></ul></li></ul> <p><b>Quiz Exercise (5 minutes):</b></p> <ol style="list-style-type: none"><li>1. True or False: The recipient's address comes before the sender's address in a business letter.</li><li>2. Fill in the blank: The closing phrase used in a business letter is known as the _____.</li></ol>	
<b>Closure</b>	<b>Closure (5 minutes):</b>	



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	<ul style="list-style-type: none"> <li>• <b>Summarize:</b> <ul style="list-style-type: none"> <li>○ Recap the structure and presentation styles of a business letter.</li> </ul> </li> <li>• <b>Suggested Reading:</b> <ul style="list-style-type: none"> <li>○ <i>Business Communication</i> by P.D. Chaturvedi</li> </ul> </li> <li>• <b>Homework:</b> <ul style="list-style-type: none"> <li>○ Write a business letter applying for a job based on the structure learned in class.</li> </ul> </li> </ul>
<p><b>Evaluation</b></p>	<ul style="list-style-type: none"> <li>• Reflective questions (what, why, who). Allow students to answer questions and discuss.</li> <li>• Why is it important to follow a structured format in business letters?</li> <li>• How does the presentation style of a letter affect its professionalism?             <ul style="list-style-type: none"> <li>• Spend 5 minutes to evaluate student assimilation of the lesson contents.</li> </ul> </li> </ul>

<p><b>Lesson Plan 2.2</b></p>	<p><b>Course Name: Fundamentals of Business Communication</b></p>	<p><b>Course Code: UGSEC-104 (C)</b></p>
<p><b>Objectives</b></p>	<ul style="list-style-type: none"> <li>• Understand the structure of professional e-mails.</li> <li>• Learn key e-mail etiquettes for professional communication.</li> </ul>	
<p><b>Teaching Aids (if any)</b></p>	<ul style="list-style-type: none"> <li>• ICT</li> </ul>	
<p><b>Teaching Development</b></p>	<p><b>Introduction (5 minutes):</b></p> <ul style="list-style-type: none"> <li>• <b>Warm-up Questions:</b> <ul style="list-style-type: none"> <li>○ Have you sent a formal e-mail before?</li> <li>○ What do you think makes a good professional e-mail?</li> </ul> </li> <li>• <b>Overview of Lesson:</b> <ul style="list-style-type: none"> <li>○ Explain the significance of proper structure and etiquettes in professional e-mail communication.</li> </ul> </li> </ul> <p><b>Development (30 minutes):</b></p> <ul style="list-style-type: none"> <li>• <b>Structure of Professional E-mails:</b> <ul style="list-style-type: none"> <li>○ Discuss the key components of a professional e-mail:                 <ul style="list-style-type: none"> <li>▪ Subject line</li> <li>▪ Salutation</li> <li>▪ Body (clear and concise)</li> <li>▪ Closing and signature</li> </ul> </li> </ul> </li> <li>• <b>E-mail Etiquettes:</b> <ul style="list-style-type: none"> <li>○ Explain important e-mail etiquettes:                 <ul style="list-style-type: none"> <li>▪ Using appropriate subject lines</li> <li>▪ Being concise and clear</li> <li>▪ Using polite language and proper tone</li> <li>▪ Proofreading before sending</li> <li>▪ Avoiding all caps and unnecessary attachments</li> </ul> </li> </ul> </li> <li>• <b>Activity:</b></li> </ul>	



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- Provide students with a sample poorly written e-mail and ask them to correct it.

#### Quiz Exercise (5 minutes):

1. True or False: It is acceptable to use all caps in a formal e-mail for emphasis.
2. Fill in the blank: The opening greeting of an e-mail is called the \_\_\_\_\_.

#### Closure

#### Closure (5 minutes):

- **Summarize:**
  - Review the structure and etiquettes of professional e-mails.
- **Suggested Reading:**
  - *Business Correspondence and Report Writing* by R.C. Sharma and Krishna Mohan
- **Homework:**
  - Write a formal e-mail requesting a meeting with your supervisor.

#### Evaluation