

## **Semester: 2<sup>nd</sup>**

### **Subject : Professional Communication-1**

#### **1. Definition of Communication**

Communication is the process of exchanging information, ideas, thoughts, or feelings between two or more persons through a common system of language, symbols, or signs.

Example:

A manager giving instructions to employees during a meeting.

#### **2. Definition of Professional Communication**

Professional Communication refers to the formal, systematic, and effective exchange of information in a professional or organizational environment to achieve work-related objectives.

Example:

An HR manager sending an official email regarding company policies to employees.

#### **3. Importance of Communication (Any 7 Points)**

- \* Helps in sharing information clearly
- \* Improves coordination and teamwork
- \* Supports effective decision-making
- \* Builds professional relationships
- \* Increases efficiency and productivity
- \* Helps in leadership and management
- \* Reduces misunderstanding and conflicts

#### **4. Uses of Communication (Any 7 Points)**

- \* Giving instructions and directions
- \* Sharing information and knowledge
- \* Persuasion and motivation
- \* Problem-solving
- \* Coordination of activities
- \* Maintaining records
- \* Building relationships

#### **5. Process of Communication (With Example)**

The communication process consists of the following steps:

- \* Sender – The person who sends the message
- \* Encoding – Converting ideas into words or symbols
- \* Message – Information to be communicated
- \* Channel – Medium used (email, phone, letter)
- \* Receiver – Person who receives the message
- \* Decoding – Understanding the message
- \* Feedback – Response from the receiver

Example:

A manager (sender) sends an email (channel) to an employee explaining work targets.

The employee reads (decodes) and replies (feedback).

## 6. Types of Communication with Merits and Demerits

### A. Verbal Communication

Definition:

Communication using words, either spoken or written.

Types:

- \* Oral communication (meetings, interviews)
- \* Written communication (letters, emails)

Merits:

- \* Quick and effective
- \* Easy feedback
- \* Personal touch

Demerits:

- \* May be misunderstood
- \* Not always permanent
- \* Language barriers

### B. Non-Verbal Communication

Definition:

Communication without words through body language and gestures.

Types:

- \* Facial expressions
- \* Gestures
- \* Eye contact
- \* Posture

Merits:

- \* Expresses emotions clearly
- \* Supports verbal communication
- \* Universal understanding

Demerits:

- \* Difficult to interpret
- \* Cultural differences
- \* Cannot be recorded

C. Visual Communication

Definition:

Communication through visual aids such as charts, graphs, and pictures.

Merits:

- \* Easy to understand
- \* Attractive and effective
- \* Saves time

Demerits:

- \* Costly
- \* Needs technical skill
- \* Limited information

D. Digital / Electronic Communication

Definition:

Communication using electronic devices and internet technology.

Merits:

- \* Fast communication

- \* Global reach
- \* Cost-effective

Demerits:

- \* Security risks
- \* Technical issues
- \* Lack of personal touch

## 7. Selection of Means of Communication

Selection of means of communication depends on the following factors:

- \* Urgency of the message
- \* Nature of information
- \* Cost involved
- \* Confidentiality
- \* Distance between sender and receiver
- \* Availability of technology
- \* Receiver's convenience

Proper selection ensures effective communication.

## 8. Definition of Communication Through Internet

Communication through the Internet refers to the exchange of information using online platforms such as email, video conferencing, and social media through internet connectivity.

## 9. Advantages of Communication Through Internet (Any 7 Points)

- \* Very fast communication
- \* Low cost
- \* Global connectivity
- \* Easy storage and retrieval
- \* Supports multimedia (text, audio, video)
- \* 24/7 availability
- \* Environment-friendly (paperless)

## 10. Areas / Applications of Professional Communication Through Internet (Any 5 Examples)

- \* Emails – official communication

- \* Video Conferencing – meetings and interviews
- \* Online Training & Webinar
- \* Company Websites & Portals
- \* Social Media (LinkedIn) – professional networking

## **UNIT – II : PROFESSIONAL WRITING**

### **1. Definition of Business Correspondence**

Business correspondence refers to the formal written communication exchanged between individuals or organizations for business and professional purposes.

### **2. Definition of Business Letter**

A business letter is a formal written document used to communicate officially between organizations or individuals.

### **3. Enquiry Letter for Library Books**

#### **Definition of Enquiry Letter**

An enquiry letter is written to request information regarding price, availability, quality, or terms and conditions of goods or services.

#### **Enquiry Letter (Library Books)**

From:

The Librarian

ABC College

City

To:

The Manager

XYZ Book House

City

Subject: Enquiry for supply of books for library

Dear Sir/Madam,

We wish to enquire about the availability of academic books for our college library. Kindly send us the latest catalogue along with prices, discounts, and delivery details.

Thanking you.

Yours faithfully,

Librarian

### **4. Letter for Placing Order for Library Books**

#### **Order Letter Definition**

An order letter is written to place an order for goods or services.

Order Letter

From:

The Librarian

ABC College

City

To:

The Manager

XYZ Book House

City

Subject: Order for library books

Dear Sir/Madam,

With reference to your quotation, we are pleased to place an order for the books listed below for our college library. Kindly deliver the books within 10 days and allow the agreed discount.

Thanking you.

Yours faithfully,

Librarian

## 5. Complaint Letter for Faulty Computer

### Complaint Letter Definition

A complaint letter is written to express dissatisfaction regarding defective goods or poor services.

### Complaint Letter

From:

The Head, Computer Lab

ABC College

City

To:

The Manager

XYZ Computers

City

Subject: Complaint regarding faulty computers

Dear Sir/Madam,

We regret to inform you that the computers supplied to our computer lab are not functioning properly. Several systems shut down frequently. Kindly replace or repair them at the earliest.

Thanking you.

Yours faithfully,

Lab In-charge

## 6. Definition of Report

A report is a formal, structured written document presenting facts, findings, and recommendations on a specific subject.

## 7. Types of Reports

- \* Formal Report
- \* Informal Report
- \* Progress Report

## 8. Memo

### Definition

A memo is a short written communication used for internal information within an organization.

### Purpose

- \* Quick communication
- \* Internal instructions

### Features

- \* Short and clear
- \* Internal use
- \* Informal tone

### Format

- \* Heading (MEMO)
- \* To
- \* From
- \* Date

- \* Subject

- \* Message

## 10. Circular

### Definition

A circular is a written message sent to many people at the same time.

### Purpose

- \* Convey common information

### Features

- \* Mass communication

- \* Formal

- \* Clear language

### Format

- \* Organization name

- \* Subject

- \* Content

- \* Signature

## 11. Official Notes

### Definition

Official notes are internal communications written on office files.

### Features

- \* Internal use

- \* Brief

- \* Factual

## 12. Notice

### Definition

A notice is a formal announcement issued to inform people about important events.

### Purpose & Benefits

- \* Saves time

- \* Informs many people

- \* Official record

### 13. Agenda

#### Definition

An agenda is a list of topics to be discussed in a meeting.

### 14. Minutes of Meeting

#### Definition

Minutes are the written records of decisions taken in a meeting.

#### Example:

Minutes include date, time, members present, and decisions.

### 15. Press Release

#### Definition

A press release is an official statement issued to the media.

#### Features

- \* Formal

- \* Accurate

- \* Newsworthy

### 16. Corrigendum

#### Definition

A corrigendum is issued to correct mistakes in published documents.

#### Features

- \* Brief

- \* Official

- \* Error-specific

#### Example

Corrigendum issued to correct e

### Telephonic Message

#### Definition

A telephonic message is a written note of a phone call.

#### Features

- \* Caller's name
- \* Date & time
- \* Clear message
- \* Receiver's name

#### 18. Uses of Internet (Any 10)

- \* Email communication
- \* Online meetings
- \* Online education
- \* Information sharing
- \* Banking
- \* Online shopping
- \* Social networking
- \* Job search
- \* E-governance
- \* Research

#### 19. Definition of Email

Email (Electronic Mail) is a method of sending and receiving messages through the internet.

#### 20. Components of Email

- \* To
- \* CC
- \* BCC
- \* Subject
- \* Message body
- \* Attachment
- \* Signature

#### 21. Procedure of Drafting, Sending & Receiving Email

##### Drafting

- \* Clear subject
- \* Professional content

- \* Polite language

Sending

- \* Enter recipient address

- \* Attach files

- \* Click send

Receiving

- \* Open inbox

- \* Read mail

- \* Reply if needed

## **UNIT – III : HANDLING OFFICE CORRESPONDENCE**

### **1. Definition of Office Correspondence**

Office correspondence refers to all written communication carried out within an office or between an office and outside organizations in the course of official work.

### **2. Need and Purpose of Office Correspondence**

The need and purpose of office correspondence are:

- \* To maintain official records
- \* To communicate instructions clearly
- \* To provide legal evidence
- \* To ensure smooth functioning of the office
- \* To coordinate activities
- \* To maintain uniformity in communication
- \* To provide reference for future use

### **3. Incoming Correspondence**

#### **Definition**

Incoming correspondence includes all letters, emails, and documents received by an office from outside or internal sources.

#### **Steps for Record Keeping of Incoming Correspondence**

- \* Receipt of letters – letters are received through post or email
- \* Sorting – separating important and routine letters
- \* Stamping – date stamp is put on letters
- \* Registration – entry made in inward register
- \* Distribution – forwarded to concerned department
- \* Action – necessary action taken
- \* Filing – preserved for future reference

### **4. Outgoing Correspondence**

#### **Definition**

Outgoing correspondence refers to all letters, emails, and documents sent by an office to outside agencies or individuals.

#### Steps for Record Keeping of Outgoing Correspondence

- \* Drafting – preparation of the letter
- \* Typing – fair copy prepared
- \* Approval – authorized signature obtained
- \* Dispatch – sent through post or email
- \* Entry – recorded in outward register
- \* Filing – office copy preserved

#### 5. Postal and Communication Services

##### A. Ordinary Post

###### Meaning & Definition

Ordinary post is a basic postal service used to send letters at low cost without any proof of delivery.

##### B. Registered Post

###### Meaning & Definition

Registered post is a postal service that provides proof of posting and delivery of letters.

##### C. Speed Post

###### Meaning & Definition

Speed post is a fast postal service used for urgent delivery of letters and documents.

##### D. Courier Service

###### Meaning & Definition

Courier service is a private delivery service used to send documents and parcels quickly with tracking facilities.

##### E. Airmail

###### Meaning & Definition

Airmail is a postal service used to send letters and parcels to foreign countries by air.

##### F. Email

###### Meaning & Definition

Email (Electronic Mail) is a method of sending and receiving messages electronically through the internet.

#### 6. Differences Between Postal and Communication Services

Ordinary Post Low cost , No tracking, Slow

Registered Post Low cost ,Limited tracking, Moderate

Speed Post Very fast Private service ,Fast

Courier Very fast Private service, Proof of delivery , Fastest

Airmail. International, Full tracking ,Depends on country

Email Instant , Paperless ,Immediate

#### **UNIT–IV : EMPLOYABILITY SKILLS**

##### **1. Definition of Presentation Skills**

Presentation skills are the abilities required to plan, prepare, and deliver information effectively and confidently to an audience.

##### **2. Preparation of a Presentation**

The preparation of a presentation includes the following steps:

- \* Identify the purpose of the presentation

- \* Understand the audience
- \* Collect relevant information

[4:07 pm, 23/2/2026] Dr. Usha Shagwan Mam: Definition of Presentation Skills

Presentation skills are the abilities required to plan, prepare, and deliver information effectively and confidently to an audience.

## 2. Preparation of a Presentation

The preparation of a presentation includes the following steps:

- \* Identify the purpose of the presentation
- \* Understand the audience
- \* Collect relevant information
- \* Organize content logically
- \* Prepare visual aids (slides, charts)
- \* Practice the presentation
- \* Manage time effectively

## 3. Presentation (Delivery) of a Presentation

While delivering a presentation, the speaker should:

- \* Speak clearly and confidently
- \* Maintain eye contact
- \* Use proper body language
- \* Interact with the audience
- \* Use visual aids effectively

## 4. Points to be Kept in Mind for Better Presentation (Any 7)

- \* Be well prepared
- \* Speak clearly and audibly
- \* Maintain eye contact
- \* Use simple language
- \* Control body language
- \* Use visual aids properly
- \* Manage time effectively

## 5. Definition of Telephone Etiquettes

Telephone etiquettes are the rules of polite and professional behavior while making or receiving telephone calls.

## Telephone Etiquettes (Any 8 Points)

- \* Answer the call promptly
- \* Greet politely
- \* Introduce yourself
- \* Speak clearly
- \* Listen carefully
- \* Avoid background noise
- \* Be polite and calm
- \* End the call courteously

## 6. Definition of Employability Skills

Employability skills are the skills that enable a person to get a job, perform well, and grow in their career.

## 7. Types of Employability Skills

- \* Communication skills
- \* Teamwork skills
- \* Problem-solving skills
- \* Time management skills
- \* Technical (hard) skills
- \* Leadership skills
- \* Interpersonal skills

## 8. Difference Between Hard Skills and Soft Skills

Hard Skills: Technical skills , Job-specific ,Measurable Difficult to measure Example: computer skills

Soft Skills: skills Personal skills , Measurable Difficult to Example: communication

## 9. Points to Improve Employability Skills (Any 7)

- \* Improve communication skills
- \* Learn new technical skills
- \* Develop positive attitude
- \* Practice teamwork
- \* Improve time management
- \* Enhance problem-solving ability
- \* Gain practical experience

## 10. Definition of Resume Writing

Resume writing is the process of preparing a brief written document that summarizes a person's education, skills, and experience for employment purposes.

## 11. Types of Resume

- \* Chronological Resume
- \* Functional Resume
- \* Combination Resume

## 12. Comparison Between Bio-data, CV and Resume

| Bio-data | CV | Resume | Personal details | Detailed academic info | Job-focused | Used in India | Academic/research | Corporate jobs |
|----------|----|--------|------------------|------------------------|-------------|---------------|-------------------|----------------|
|          |    |        |                  |                        |             |               |                   |                |

## 13. Resume for the Post of Assistant Librarian

### Contents of Resume

- \* Personal details
- \* Career objective
- \* Educational qualifications
- \* Skills
- \* Experience
- \* Certifications
- \* Declaration

### Sample Resume – Assistant Librarian

Name: Rahul Sharma

Address: City, State

Mobile: 9XXXXXXXXX

Email: rahul@email.com

### Career Objective:

To work as an Assistant Librarian and contribute to effective management of library resources.

### Educational Qualifications:

- \* M.Lib.Sc – Kurukshetra University
- \* B.A – DAV College, AMBALA CITY

### Skills:

- \* Library management

- \* Cataloguing
- \* Computer knowledge
- \* Record keeping

Experience:

- \* 2 years experience as Library Assistant

Declaration:

I hereby declare that the above information is true.

Date:

Signature: Rahul Sharma

#### 14. Definition of Persuasive Presentation

A persuasive presentation is a presentation designed to influence the audience's thoughts, opinions, or actions.

#### 15. Features of Persuasive Presentation

- \* Clear objective
- \* Logical arguments
- \* Use of facts and examples
- \* Confidence of speaker
- \* Audience-oriented
- \* Effective body language
- \* Use of visual aids

## **UNIT – V : GOVERNMENT CORRESPONDENCE**

### **1. General Government Letters**

#### **Definition**

General government letters are formal letters used by government departments to communicate official information with other departments, organizations, or individuals.

#### **Need and Purpose of General Government Letters**

- \* To convey offic

[4:08 pm, 23/2/2026] Dr. Usha Shagwan Mam: UNIT – V : GOVERNMENT CORRESPONDENCE

### **1. General Government Letters**

#### **Definition**

General government letters are formal letters used by government departments to communicate official information with other departments, organizations, or individuals.

#### **Need and Purpose of General Government Letters**

- \* To convey official information
- \* To issue instructions and orders
- \* To maintain records for future reference
- \* To ensure uniformity in communication
- \* To provide legal and official evidence
- \* To maintain discipline in administration
- \* To support smooth functioning of government offices

### **2. Difference Between Demi-Official Letter and Official Letter**

#### **Demi-Official (D.O.) Letter Official Letter**

Semi-formal in nature. Formal in nature. Written between officers. Written between offices. Used to speed up work Used for routine communication. Personal tone. allowed. No personal tone. Begins with “Dear...” Begins with “Sir/Madam” Signed by individual officer Signed on behalf of office

### **3. Official Documents**

## List of Official Documents

- \* Office Memorandum

- \* Circular

- \* Notification

- \* Office Order

- \* Press Release

- \* Resolution

## 4. Difference Between Circular and Memorandum

Circular. Issued to many people , General information

Memorandum Issued to limited staff, Specific information Wide

circulation Internal communication , Less detailed ,Informative

Memorandum More detailed , Instructional

The End