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UNIT-II: Oral Communication - Verbal Communication - Non Verbal Communication - Listening Skills- Effective Meetings - Conflict Communication - Negotiation skills - Crisis Communication

UNIT-III: Written Communication - Basics of Written Communication – Business Correspondence-Business Letters, good news and bad news, requests and persuasion, sales letters - Resumes and Cover Letters -Reports and Proposals.

UNIT-IV: Technology and Communication- Presentation Skills: Planning, Structure, Delivery, Taking questions, Features of effective presentations – Memos and Emails, Email Etiquette-Telephone Etiquette

UNIT-V:Succeeding at the Workplace -Intrapersonal Communication and Management: Intrapersonal Variables, Motivation, Perception, Emotions, Exchange Theory, Johari Window, Transactional Analysis - Talking the Talk –Interviews - Corporate Etiquette – Grooming, Clothing and Accessorizing

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