

Name of College: S. R. Luthra Institute of Management						
Faculty	Management		Program	Master of Business Administration (M.B.A.)		
Year	I		Version	2.0		
Semester	1		Effective From	July 2026		
Course Code	MMBA2A106	Course Name	SEC – I Communication & Office Automation Skills (COAS)			
Teaching Scheme				Examination Scheme		
Credits	Lecture (L)	Tutorial (T)	Practical (P)	CCE	SEE	Total
2	2	0	0	25	25	50

Course Outcomes:

CO	Students will be able to
CO1	<i>Compose</i> business letters and professional emails for real-world scenarios using appropriate format, language, and etiquette.
CO2	<i>Apply</i> the essentials of communication for effective public speaking.
CO3	<i>Analyze</i> the self-potential through SWOT analysis.
CO4	<i>Utilize</i> office automation tools to prepare formatted reports, business presentations, and data-driven spreadsheets.

Mapping Course Outcomes to Program Outcomes:

	PO1	PO2	PO3	PO4	PO5	PO6
CO1	2	2	2	3	2	2
CO2	2	1	3	3	2	2
CO3	1	1	3	3	3	2
CO4	3	3	1	2	2	2



Sr. No	Module	Description	CO	Marks	Hours
1	I	Written and verbal Communication	1, 2, 3	10	15
		Basics of Communication (1 hour) Concepts of effective communication			
		Business Letter Writing (3 hours) Structure & format of formal letters Tone & etiquette in business correspondence Drafting different types (inquiry, complaint, purchase order, job application) Activity: Draft a real-world scenario business letter (typed in MS Word)			
		Email Etiquette (2 hours) Professional email etiquette (subject lines, CC/BCC, signatures) Writing concise & impactful emails Avoiding common errors (informal language, grammar mistakes) Activity: Students respond to a given case (e.g., replying to a client complaint or respond to inquiry or generate the inquiry from supplier) in professional email format			
		Public Speaking (6 hours) Basics of verbal & non-verbal communication Voice modulation, confidence-building exercises Preparing & delivering short speeches/presentations Activities: Extempore, role-play, mock presentations			
		SWOT Analysis (3 hours) Understanding personal SWOT Activity: Each student makes their own SWOT Discover True Potential - Personality test			
2	II	Office Automation Skills	4	15	15
		Word Processing Application (4 hours) Home, Insert, Layout, table Layout, Mail Merge Activity: Create a formatted report			
		Presentation Processing Application (5 hours) Home, Insert, Design, Transitions, Animations, View – Slide Master			
		Spreadsheet Processing Application (6 hours) Home: Clipboard, Font, Alignment, Number, Editing Insert: Pivot Table, Charts Page Layout: Page Setup Formula: Auto Sum, IF, Vlookup Data: Sort & Filter, Data tools - Remove Duplicate, Data Validation View: Freeze Panes			



References:

Books:	
1.	Raman, M., & Singh, P. (2019). <i>Business communication</i> . Oxford University Press.
2.	Raymond V. L., Marle E.F., Kathryn R., Paula L., & Neerja P. (2017). <i>Business Communication. Connecting in a Digital World</i> . The McGraw Hill Education.
3.	Carol L.M., Debbie D., DuFrene., & Mala S. (2016). <i>The South Asian Perspective on Business Communication</i> . Cengage Learning.
4.	Weverka, P. (n.d.). <i>Office 365 All-in-One for Dummies</i> . John Wiley & Sons.
5.	Jain, S., & Geetha, M. (n.d.). <i>Ms-Office 2010 Training Guide</i> Satish Jain, M. Geetha, BPB Publication.
Web Resources:	
1.	https://innerpersona.com/ - 16 personality test – Discover your True Potential

