

Program Content

Semester	III		
Course Code:	EN3106		
Course Name:	Communication Skills II		
Credit Value:	2 (1L, 1P)		
Core/Optional	Core		
Hourly Breakdown	Theory	Practical	Independent Learning
	15 hrs.	30Hrs	55 hrs.
Course Aim/Intended Learning Outcomes (ILOs):			
At the completion of this course student will be able to:			
<ul style="list-style-type: none"> ● Express concepts/ideas/proposals effectively to different audiences/stakeholders in a given context; ● Employ various tools and technologies in aid of effective professional and technical communication; ● Analyze the technical documents; ● Create well-organized technical reports that are structured according to acceptable standards; ● Describe how values and attitudes influence work management and communication; ● Apply practices required to be a significant team player in a collaborative working environment; ● Illustrate essential soft skills and technical skills for effective communicating within a team environment; ● Describe and critique different ways of conflict management to build stronger teams; ● Recognize the diversity in communication by giving due consideration to gender, culture, accessibility, digital divide, and economic issues in the society; and ● Demonstrate responsible behavior in the communication knowing the legal implications/consequences of irresponsibility and misconduct. 			
Required Tools			
<ul style="list-style-type: none"> ● LaTeX, Word processing application (Microsoft Word, LibreOffice Writer, Apple Pages, etc.) ● Spreadsheet application (Microsoft Excel, LibreOffice Calc, Apple Numbers, etc.) ● Presentation applications (Microsoft PowerPoint, LibreOffice Impress, Apple Keynote, etc.) ● Google Docs, Git, Online meeting tools ● Google search 			
Outline of the Syllabus			
	Topics	Theory Hrs.	Practical Hrs.
	1. Introduction	1	-
	2. Importance of Personal Development	1	1
	3. Reading & Comprehension	2	3
	4. Professional Responsibility, ethics and Plagiarism	1	2
	5. Technical Writing and effective communication	5	12
	6. Visual Communication	3	7
	7. Team Work and Collaboration	2	5
	Total	15	30

Course Content:

1. Introduction (1 hrs.)
 - 1.1. Introduction to Communication Skills II **[Ref: Teaching material]**
 - 1.2. Overview of the IT Industry**[Ref: Teaching material]**
 - 1.2.1. Career paths in IT
 - 1.2.2. Employability skills
 - 1.3. Importance of Communication Skills in IT Industry **[Ref: Teaching material]**
2. Importance of Personal Development (1 hrs.) **[Ref: Teaching material]**
 - 2.1. Importance of interpersonal skills
 - 2.2. Attitudes, behavior, and code of conduct
 - 2.3. Personality and values
3. Reading and comprehension (2 hrs.)
 - 3.1. Introduction to different sources of reading **[Ref 1: Pg. (4 - 11)]**
 - 3.1.1. Technical Reports
 - 3.1.2. Business Communication
 - 3.1.3. Scientific Writings
 - 3.2. Reading methods and techniques **[Ref: Teaching material]**
 - 3.2.1. Reading methods
 - 3.2.2. Reading techniques - skimming, scanning, intensive, extensive
 - 3.2.3. Mind maps
4. Professional Responsibility ethics and Plagiarism (2 hrs)
 - 4.1. Permissions and Plagiarism **[Ref 1: Pg. (60 - 68)]**
 - 4.2. Using resources and their licenses **[Ref 1: Pg. (174)] [Ref 5: Pg. (166-171)]**
 - 4.2.1. Creative Commons **[Ref 5: Pg. (98-113)]**
 - 4.2.2. GNU Public License **[Ref 5: Pg. (34-49)]**
 - 4.2.3. Public Domain
 - 4.3. Efficient use of Search Engines **[Ref: Teaching material]**
5. Technical Writing and effective communication (5 hrs.)
 - 5.1. Introduction to Technical Writing
 - 5.1.1. Introduction to Technical Writing **[Ref 1: Pg. (1 - 3)]**
 - 5.1.2. Taxonomy of Technical Writing **[Ref 1: Pg. (3 - 11)]**
 - 5.2. Technical Writing Basics
 - 5.2.1. Structuring your writing **[Ref 1: Pg. (13 - 15)]**
 - 5.2.2. Know your audience **[Ref 1: Pg. (16)]**
 - 5.2.3. Choosing the Right Words **[Ref 1: Pg. (17 - 25)]**
 - 5.2.4. Avoiding Traps in Writing **[Ref 1: Pg. (25 - 32)]**
 - 5.2.5. The 5Cs of Technical Writing **[Ref 1: Pg. (36 - 41)]**
 - 5.2.5.1. Correctness
 - 5.2.5.2. Clarity
 - 5.2.5.3. Completeness
 - 5.2.5.4. Consistency
 - 5.2.5.5. Changeability
 - 5.2.6. Referencing **[Ref 1: Pg. (41 - 43)]**
 - 5.2.6.1. Referencing styles; IEEE and Harvard **[Ref 7]**

- 5.3. The Writing Process [**Ref 1: Pg. (47 - 57)**]
 - 5.3.1. Brainstorming
 - 5.3.2. Drafting
 - 5.3.3. Revising
 - 5.3.4. Editing
 - 5.3.5. Publishing
 - 5.4. Writing Tools
 - 5.4.1. Introduction to Writing Tools [**Ref 1: Pg. (59 - 60)**]
 - 5.4.2. LaTeX - A tool for technical writing [**Ref 3: Pg. (1-41) (73-87), BIT Latex template**]
 - 5.5. Technical Reporting
 - 5.5.1. Systems Requirements Specification [**BIT SRS guideline**]
 - 5.5.2. Technical Procedures [**Ref 1: Pg. (135 - 143)**]
 - 5.5.3. User Manuals [**Ref 1: Pg. (158 - 160)**] [**BIT Technical Manual guideline**]
 - 5.6. Preparing a Curriculum Vitae [**Ref 1: Pg. (101 - 114)**]
 - 5.7. BIT Dissertation [**BIT dissertation guideline**]
- 6. Visual communication (3 hrs.)
 - 6.1. Using graphical elements in technical writing [**Ref 1: Pg. (163 - 172)**]
 - 6.2. Choosing effective visuals
 - 6.2.1. Simple Text [**Ref 2: Pg. (38 - 40)**]
 - 6.2.2. Tables [**Ref 2: Pg. (40 - 43)**] [**Ref 1: Pg. (175-177)**]
 - 6.2.3. Graphs [**Ref 2: Pg. (43 - 69)**]
 - 6.2.3.1. Points
 - 6.2.3.2. Lines
 - 6.2.3.3. Bars
 - 6.2.3.4. Area
 - 6.2.3.5. Graphs to be avoided
 - 6.2.4. Presenting clean graphs - decluttering [**Ref 2: Pg. (90-98)**]
 - 6.3. Figures [**Ref 1: Pg. (172 - 175)**]
 - 7. Teamwork and Collaboration (2 hrs)
 - 7.1. Introduction to Team Collaboration [**Ref 4: Pg. (4-91)**]
 - 7.2. Team Management and Leadership [**Ref 4: Pg. (93-152)**]
 - 7.3. Building Team Culture [**Ref 4: Pg. (153-193)**]
 - 7.4. Avoiding Team Conflicts [**Ref 4: Pg. (194-224)**]
 - 7.5. Collaboration tools
 - 7.5.1. Software Version Management and Collaboration [**Ref 6: Chapter1 & Chapter 2**]
 - 7.5.2. Online Collaboration Concepts and Tools [**Ref: Teaching material**]

Teaching /Learning Methods:

Registered students of the BIT degree program can access learning materials and the syllabus in the VLE: <http://vle.bit.lk>. It is important to participate in learning activities given in the VLE to learn this subject.

Assessment Strategy:

Continuous Assessments/Assignments:

The assignments consist of two quizzes, assignment quiz 1 (it covers the first half of the syllabus) and assignment quiz 2 (it covers the second half of the syllabus). The maximum mark for a question is 10 and the minimum mark for a question is 0 (irrespective of negative scores). Final assignment mark is calculated considering both assignments, and students will have to obtain at least 50% for each assignment. Students are advised to complete online assignments before the given deadline. It is compulsory to pass all online assignments to qualify to obtain the Level II, Higher Diploma in IT (HDIT), certificate.

In the course, case studies/Lab sheets will be introduced, and students have to participate in the learning activities.

Final Exam:

Final exam of the course will be held at the end of the semester. This course is evaluated using a one-hour written question paper which consists of 25 MCQs and an online assessment given in the VLE for two weeks soon after the written exam. In order to pass this enhancement course (a compulsory requirement to obtain the BIT degree), you will need to pass the online assessment AND the written exam paper in one sitting.

References/ Reading Materials:

- Ref 1: Laplante, P. A., (2018) Technical Writing: A Practical Guide for Engineers, Scientists, and Nontechnical Professionals -Routledge; 2nd edition.
- Ref 2: Knaflic, C.N., (November 2, 2015) Storytelling with data: a data visualization guide for business professionals-Wiley; 1st edition.
- Ref 3: Oetiker, T., Partl, H., Hyna, I. and Schlegl, E., (1995). The not so short introduction to LATEX2 ϵ . Electronic document available at <http://www.tex.ac.uk/tex-archive/info/lshort>.
- Ref 4: Moga R., Olic A., The big book of team culture,
- Ref 5: Laurent, A.M.S., (2004) Understanding open source and free software licensing: guide to navigating licensing issues in existing & new software. " O'Reilly Media, Inc."
- Ref 6: Chacon, S. and Straub, B., (2014). Pro git - Springer Nature.
- Ref 7: IEEE Referencing Guide, (2020)

Supplementary Reading Materials:

- Basson, A. H., von Backström, T. W., (2007), Guide for Writing Technical Reports
- Krause, S. D., Eastern Michigan University (2007), The Process of Research Writing
- Harvard Referencing Style, <https://www.mendeley.com/guides/harvard-citation-guide>
- <https://www.citethisforme.com/citation-generator/harvard>