**THU 101 Professional Communication**

**Unit 1: *Functional grammar***

1. Parts of speech /Correct usage of parts of speech
2. Auxiliary verbs and modals
3. Tenses
4. Voice
5. Modifiers

**Unit 2: *Vocabulary building***

1. One word substitution
2. Synonyms
3. Antonyms
4. Homonyms
5. Avoid the Indian usage in language

**Unit 3: *Communication***

1. Introduction to communication : Non verbal aspects
2. Effective use of telephone with the use of protocol
3. Etiquettes of telephone conversation

**Unit 4: *Effective handling of issues***

1. Use of concept of small talks
2. Giving and receiving feedback
3. Handling complaints effectively

**Unit 5: *Written communication***

1. Memo writing
2. Notice/ Report writing