

**FACULTY OF COMPUTER APPLICATIONS
 MASTER OF COMPUTER APPLICATIONS**

COURSE TITLE	PROFESSIONAL COMMUNICATION AND WORKPLACE ETHICS
COURSE CODE	05MC0111
COURSE CREDITS	2

Objective:

1. To develop functional professional communication skills required in workplace and IT environments.
2. To enable students to draft and manage professional and technical documents.
3. To create awareness about ethical responsibilities in workplace and digital contexts.

Course Outcomes: After completion of this course, student will be able to:

1. Apply effective professional communication techniques in workplace contexts.
2. Draft structured professional documents such as emails, minutes, technical reports, and project documentation.
3. Demonstrate clarity and precision in technical and AI-assisted writing tasks.
4. Analyze workplace and digital ethical issues and evaluate responsible professional decisions.
5. Compose effective AI-assisted prompts and apply them to professional writing tasks.

Pre-requisite of course: NA

Teaching and Examination Scheme

Theory Hours	Tutorial Hours	Practical Hours	ESE	IA	CSE	Viva	Term Work
2	0	0	-	30	20	25	25

Unit	Topics	Contact Hours
1	Professional Communication at Workplace <input type="checkbox"/> Communicating Across Workplace Hierarchies <input type="checkbox"/> Polite Requests and Professional Questioning <input type="checkbox"/> Giving and Receiving Feedback <input type="checkbox"/> Giving and Receiving Suggestions <input type="checkbox"/> Agreeing and Disagreeing Professionally • Writing and Replying to Professional Emails • Attending and Conducting Meetings • Writing Minutes of Meeting	15
2	Technical Writing and Workplace Ethics • Technical Documentation and Project Writing • Writing Technical Reports • Effective Prompt Writing for AI-Assisted Professional Tasks • Professional Ethics and Code of Conduct • Workplace Discipline and Gender Sensitivity • IT and Digital Ethics	15

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Textbook :

- 1 4. Perfect Phrases for Office Professionals, , Meryl Runion and Susan Fenner, , McGraw Hill,, 2011

References:

- 1 Technical Communication: Principals and Practice, , Technical Communication: Principals and Practice, , Meenaxi Raman and Sangita Sharma, , Oxford Publication, .
- 2 Technical Writing, Presentation Skills and Online Communication: Professional Tools and Insights, , Technical Writing, Presentation Skills and Online Communication: Professional Tools and Insights, , Greenlaw Raymond,, United Naval Academy, USA, .
- 3 Business Communication Making Connections in a Digital World, , Business Communication Making Connections in a Digital World, , Lesikar Raymond, Marie E Flatley, Kathryn Rentz, NeerjaPande,, MacGraw Hill, 2009

Suggested Theory Distribution:

The suggested theory distribution as per Bloom’s taxonomy is as follows. This distribution serves as guidelines for teachers and students to achieve effective teaching-learning process

Remember / Knowledge	Understand	Apply	Analyze	Evaluate	Higher order Thinking / Creative
20.00	30.00	25.00	15.00	10.00	

Instructional Method:

- 1 DEMO
- 2 PRESENTATION
- 3 BOARD WORK
- 4 ROLE PLAY AND SIMULATION
- 5 CASE STUDY DISCUSSION
- 6 GROUP DISCUSSION

Supplementary Resources:

- 1 https://books.google.co.in/books/about/Perfect_Phrases_for_Office_Professionals.html?id=jSJKr8SuoDoC&redir_esc=y
- 2 https://www.google.co.in/books/edition/Technical_Communication/_frZjwEA_CAAJ?hl=en
- 3 <https://novoresume.com/career-blog/how-to-write-a-cover-letter-guide>

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- 4 <https://ejoy-english.com/blog/most-effective-inquiry-response-email>
- 5 <https://careerservices.fas.harvard.edu/resources/create-a-strong-resume/>
- 6 [books.google.co.in/books/about/The_Art_of_Prompt_Engineering_with_Chat_G.html?id=BJ5D0AEACAAJ&redir_esc=y.](https://books.google.co.in/books/about/The_Art_of_Prompt_Engineering_with_Chat_G.html?id=BJ5D0AEACAAJ&redir_esc=y)