

1.	Name of Course/Module	Workplace Communication
2.	Course Code	PWC1010
3.	Status of Subject	Arts & Humanities for B.IT Information Technology Management
4.	MQF Level/Stage	Bachelor Degree – MQF Level 6
5.	Version (state the date of the last Senate approval)	June 2012
6.	Requirement for Registration	None
7.	Name(s) of academic/teaching staff	Sareen Kaur Bhar
8.	Semester and Year offered	Trimester 3 (Delta Level)
9.	Objective of the course/module in the programme :	
	To develop and engage in effective communication in written and oral modes for career purposes and develop an awareness of positive interpersonal qualities.	
10.	Learning Outcomes :	
	At the completion of the subject, students should be able to: LO1: Explain and apply the concepts of effective communication (Cognitive, Level 2) LO2: Apply effective communication skills in verbal & nonverbal communication (Cognitive, Level 3) LO3: Plan ideas spontaneously at a meeting or assembly of people in English. (Cognitive, Level 5) LO4: Develop wide-reading knowledge skills (Cognitive, Level 5) LO5: Write and evaluate critically (Affective, Level 2) LO6: Demonstrate effective oral presentations in English (Affective, Level 3) LO7: Demonstrate correct social and work attitudes. (Affective, Level 3) LO8: Arrange urgent work and collaborate as a responsible group member in group work. (Affective, Level 4)	
11.	Synopsis:	
	This course is offered to undergraduates of ALL faculties. It aspires to develop and to enhance effectiveness in written and oral communications for academic and career purposes. Students will be trained to communicate appropriately and effectively and enhance positive person/soft skills to succeed in society. Multimedia presentation and public speaking skills coupled with efficient reading skills and collegial collaboration will help prepare students for their future careers.	

	<p>Kursus ini ditawarkan kepada mahasiswa SEMUA fakulti. Ia adalah untuk membangunkan dan meningkatkan keberkesanan dalam komunikasi bertulis dan lisan bagi tujuan akademik dan kerjayaan. Pelajar akan dilatih untuk berkomunikasi dengan betul dan berkesan dan meningkatkan orang positif / kemahiran insaniah untuk berjaya dalam masyarakat. Persembahan multimedia dan kemahiran pidato ditambah pula dengan kemahiran membaca yang cekap dan kerjasama rakan sekerja akan membantu menyediakan pelajar untuk kerjaya masa depan mereka.</p>		
12.	Mapping of Subject to Programme Outcomes :		
	Programme Outcomes	% of Contribution	
	PO1: Apply soft skills in work and career related activities.	21.43	
	PO2: Demonstrate knowledge and understanding of fundamental concepts, principles and best practices.	42.86	
	PO6: Relate moral and ethical values to the practice of a professional.	35.71	
13.	Assessment Methods and Types :		
	Method and Type	Description/Details	Percentage
	Final Exam	Written Exam	60%
	Technical Report	Written Report	10%
	Presentation	Oral Presentation	10%
	Critique Essay	Written Essay	10%
	Mock Meeting	Oral Discussion	10%
14.	Details of Subject		
	Topics	Mode of Delivery	
		Lecture	Tutorial
	1. Introduction to Communication : <ul style="list-style-type: none"> Principles of effective communication in interpersonal and mass communication process. Verbal and non-verbals (proxemics, kinesics, paralanguage including graphical and numerical communication) 	8	N/A
	2. Development of Self : <ul style="list-style-type: none"> Positive personal qualities of self esteem, self image, self respect and self confidence Positive interaction Situation and attitude awareness	9	N/A
	3. Critique skills : <ul style="list-style-type: none"> Language potential Wide reading Evaluation skills	3	N/A
	4. Oral skills <ul style="list-style-type: none"> Public speaking skills Facilitator and participant skills in meetings Negotiating skills of clarifying, amplifying and substantiating in interviews and meetings	10	N/A

	5. Written Communication		10	N/A
	<ul style="list-style-type: none"> Principles of writing emails, resumes, formal letters and reports - appropriate genre, conventions (information elements), styles and reader accessibility 			
	Total		40	N/A
15.	Tutorials			
	N/A			
16.	Total Student Learning Time (SLT)	Face to Face (Hour)	Total Guided and Independent Learning	
	Lecture	40	40	
	Tutorials	-	-	
	Laboratory/Practical	-	-	
	Presentation	1	3	
	Project (Report)	-	7	
	Critique Essay	0	4	
	Mock Meeting	1	2	
	Final Exam	2	20	
	Quizzes	-	-	
	Sub Total	44	76	
	Total SLT	120		
17.	Credit Value	3		
18.	Reading Materials :			
	Textbook	Reference Materials		

	<p>1. Hall, R. (2007). Brilliant presentation: what the best presenters know, say and do. Great Britain : Pearson Prentice Hall</p>	<p>1. Judith Dwyer (2000). The Business Communication Handbook, Fifth edition, Australia: Prentice Hall.</p> <p>2. Munter, M. (2000). Guide to managerial communication : effective business writing and speaking .Fifth Edition New Jersey: Prentice Hall</p> <p>3. Satterwhite, M.L. (2000). Business communication at work. New York : Glencoe McGraw-Hill</p> <p>4. Bastion, A. (2004). Final year project report: Paths to excellence in technical report writing. Singapore : Prentice Hall</p> <p>5. Goodman, D.J. (2004). Report it in writing. Third Edition New Jersey : Prentice Hall</p> <p>6. Netzley, M. (2001). Guide to report writing. New jersey : Prentice Hall</p> <p>7. Haynes, M.E. (2006). Meeting skills for leaders: a practical guide for more productive meetings. Third Edition Boston : Thomson</p> <p>8. Streibel, B.J. (2007) Plan and conduct effective meetings: 24 steps to generate meaningful results. New York : McGraw-Hill</p> <p>9. Bienvenu, S. (2000). The presentation skills workshop: helping people create and deliver great presentations. New York : American Management Association</p> <p>10.Hirsch, H.L. (2000). The essence of technical communication for engineers: writing, presentation, and meeting skills. New York : IEEE Press</p>
19.	<p>Appendix (to be compiled when submitting the complete syllabus for the programme) :</p> <ol style="list-style-type: none"> 1. Mission and Vision of the University and Faculty 2. Mapping of Programme Objectives to Vision and Mission of Faculty and University 3. Mapping of Programme Outcome to Programme Objectives 4. Programme Objective and Outcomes (Measurement and Descriptions) 	