



UNIVERSITI TEKNOLOGI MARA

ELS206: WORKPLACE INTERACTION

Course Name (English)	WORKPLACE INTERACTION APPROVED
Course Code	ELS206
MQF Credit	3
Course Description	This course aims to expose students to relevant interpersonal skills to aid their development as professional individuals at the workplace. Exposure to different communication and leadership styles allow the students to identify their dominant styles and apply the necessary strategies in managing interactions with others in an ethical and professional manner. This course also helps the students to develop competency specifically in the area of interpersonal communication skills which will enable them to be effective communicator in various platforms at the workplace.
Transferable Skills	Ability to transfer effective interpersonal communication skills in workplace interaction
Teaching Methodologies	Blended Learning, Simulation Activity, Discussion, Presentation, Role Play
CLO	CLO1 demonstrate respect and empathy in workplace interaction CLO2 demonstrate effective workplace interaction using digital platform CLO3 integrate ethics and professionalism in workplace interaction
Pre-Requisite Courses	No course recommendations
Topics	1. Introduction to interpersonal communication 1.1) Contexts of interpersonal communication 1.2) One-to-one versus group communication 1.3) Principles and barriers to interpersonal communication 2. Communication and leadership styles 2.1) Identifying communication styles 2.2) Identifying leadership styles 2.3) Strategies in dealing with individuals with different communication and leadership styles 3. Interpersonal communication skills and strategies 3.1) Problem solving skills 3.2) Listening skills 3.3) Negotiation skills 3.4) Decision making skills 3.5) Respect and empathy in workplace interaction 4. Digital skills in workplace interaction 4.1) Definition and contexts of digital skills in workplace interaction 4.2) Applications of digital skills in workplace interaction 4.3) Skills and strategies in conducting digital meetings at the workplace 5. Ethics and professionalism in workplace interaction 5.1) Attitudes and behaviour 5.2) Hierarchical relations (status and power) 5.3) Professional etiquette 5.4) Politeness 5.5) Concept of face

Assessment Breakdown	%
Continuous Assessment	100.00%

Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Oral Test	Direct Observation (Workplace Role Play)	10%	CLO3
	Oral Test	Workplace Role Play	20%	CLO1
	Presentation	Direct Observation (Workplace Presentation)	10%	CLO3
	Presentation	Workplace Presentation	20%	CLO1
	Simulation Evaluation	Direct Observation (Digital Meeting Simulation)	10%	CLO3
	Simulation Evaluation	Digital Meeting Simulation	30%	CLO2

Reading List	Recommended Text	<ul style="list-style-type: none"> • Julia T. Wood 2020, <i>Interpersonal Communication: Everyday Encounters</i>, 9th Ed., Cengage Learning
	Reference Book Resources	<ul style="list-style-type: none"> • James R. DiSanza & Nancy J. Legge 2012, <i>Business & Professional Communication: Plans, Processes, and Performance</i>, 5th Ed., Pearson • H.L. Goodall, Jr., Sandra Goodall & Jill Schiefelbein 2010, <i>Business and Professional Communication in the Global Workplace</i>, 3rd Ed., Cengage • Andrienne P. Lamberti & Anne R. Richards 2011, <i>Complex Worlds: Digital Culture, Rhetoric and Professional Communication</i>, 1st Ed., Routledge New York • Leila Monaghan, Jane E. Goodman & Jennifer Meta Robinson 2012, <i>A Cultural Approach to Interpersonal Communication: Essential Readings</i>, 2nd Ed., Wiley-Blackwell • Houman A. Sadri & Madelyn Flammia 2011, <i>Intercultural Communication: A New Approach to International Relations and Global Challenges</i>, Continuum International Pub. Group Inc. New York
Article/Paper List	Reference Article/Paper Resources	<ul style="list-style-type: none"> • Lionel Wee 2008, The Technologization of Discourse and Authenticity in English Language, <i>International Journal of Applied Linguistics</i>, Volume 18, Issue 3
Other References	<ul style="list-style-type: none"> • Website Mary Ellen Guffey and Dana Loewy 2015, <i>Business Communication in the Digital Age</i> https://online.columbiasouthern.edu/CSU_Content/Courses/General_Studies/CM/CM101_0/14/Unit11_Chapter1Powerpoint.pdf 	