



UNIVERSITI TEKNOLOGI MARA

BEL499: COMMUNICATION AND INTERPERSONAL SKILLS

Course Name (English)	COMMUNICATION AND INTERPERSONAL SKILLS APPROVED
Course Code	BEL499
MQF Credit	2
Course Description	This course aims to provide students with the necessary skills to perform at employment interviews. Students are prepared to design resumes, write application letters and are guided to answer questions posed at employment interviews. The course also provides students with communication and interpersonal skills essential for their personal and professional growth.
Transferable Skills	Demonstrate ability to identify and articulate self skills, knowledge and understanding confidently and in a variety of contexts. Demonstrate ability to manage personal performance to meet expectations and demonstrate drive, determination, and accountability. Demonstrate ability to communicate clearly and confidently, and listen critically. Demonstrate ability to socialize with people from different walks of life. Demonstrate enthusiasm, leadership and the ability to positively influence others. Demonstrate maturity of thoughts when responding to multiple inputs and contexts. Demonstrate ability to investigate problems and provide effective solutions. Demonstrate ability to apply creative, imaginative and innovative thinking and ideas to problem solving.
Teaching Methodologies	Lectures, Web Based Learning, Simulation Activity, Discussion, Presentation, Small Group Sessions , Role Play
CLO	CLO1 Design impressive resumes CLO2 Write effective job application letters CLO3 Apply knowledge of interpersonal communication skills to function effectively during job interviews CLO4 Answer questions confidently and effectively during job interviews
Pre-Requisite Courses	No course recommendations
Topics	
1. Preparing for employment 1.1) Analyzing qualifications and job preferences	
2. Preparing a resume 2.1) Style, length, format, parts of a resume	
3. Writing application letters 3.1) Gaining attention in the opening, building interest in the body and motivating action in the closing	
4. Attending job interviews 4.1) Applying interpersonal communication skills 4.2) Applying techniques in answering traditional or personal questions 4.3) Attending a screening interview 4.4) Applying techniques in answering behavioral questions 4.5) Attending a hiring or placement interview	

Assessment Breakdown	%
Continuous Assessment	100.00%

Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Assignment	Application Letter	10%	CLO2
	Assignment	Attendance & Assignments	10%	CLO1 , CLO2
	Assignment	Resume	15%	CLO1
	Presentation	Screening Interview	25%	CLO3 , CLO4
	Presentation	Hiring or Placement Interview	40%	CLO3 , CLO4

Reading List	Recommended Text	Reference Book Resources
	<ul style="list-style-type: none"> • Krizan et al 2008, <i>Business Communication</i> , 7 Ed., Thomson South-Western • Guffey, M.E. & Du-Babcock, B 2008, <i>Essentials of Business Communication</i> , 0 Ed., Thomson 	<ul style="list-style-type: none"> • Dignen, B. 2003, <i>Communicating in Business English</i>, Hong Kong: Asia-Pacific Press • Locker, O.K. & Kaczmarek, S.K. 2007, <i>Business Communication Building Critical</i> , NY:Mc Graw Hill • Devito, J.A 2007, <i>The Interpersonal Communication Book</i>, 11 Ed., Pearson International Edition • Maddux, R. B. 1994, <i>Quality Interviewing</i>, 3 Ed., California: Crisp Publications Inc. • Johnstone, J. 1994, . <i>How to Pass That Interview.</i> , 2 Ed., Plymouth: Plymouth House.

Article/Paper List	This Course does not have any article/paper resources
Other References	This Course does not have any other resources