



UNIVERSITI TEKNOLOGI MARA

EDM711: COMMUNICATION IN THE WORKPLACE

Course Name (English)	COMMUNICATION IN THE WORKPLACE APPROVED
Course Code	EDM711
MQF Credit	3
Course Description	A manager must be able to communicate confidently and effectively in order to perform any administrative task. This course helps the students to develop competencies required for effective communication. Hence, the course introduces some basic concepts to the understanding of workplace communication and provides a range of techniques for effective communication. It also provides activities and assignments that focus on interactions in the workplace as well as in other social contacts. The mode of delivery will be seminars, group discussions and presentations. The learners should expect a lot of independent reading, research and study.
Transferable Skills	Communication Skills Information Management and Lifelong Learning
Teaching Methodologies	Lectures, Blended Learning, Case Study, Problem Based Learning (PBL), Discussion, Presentation, Journal/Article Critique, Industrial Talk
CLO	CLO1 Restate of concepts and principles of interpersonal communication CLO2 Discuss sensitivity to intercultural differences in communication CLO3 Apply effective communication skills to work related tasks CLO4 Evaluate and analyse interpersonal interactions
Pre-Requisite Courses	No course recommendations
Topics	
1. Introduction to Communication Theory and Principles of Communication at Work 1.1) n/a	
2. Communication, Culture and Work 2.1) n/a	
3. Listening/Barriers to Effective Listening. 3.1) n/a	
4. Verbal & Non Verbal Message. 4.1) n/a	
5. Interpersonal Communication Skills 5.1) n/a	
6. Building Positive Skills Interviewing & Managing Groups. 6.1) n/a	
7. Leading and working in Teams. 7.1) n/a	
8. Effective Meeting & Managing Conflict. 8.1) n/a	
9. Developing and Organising the Presentation 9.1) n/a	
10. Verbal and Visual Support in Presentations 10.1) N/A	
11. Delivering the Presentation 11.1) N/A	

12. Types of Work Place Presentations
12.1) N/A

Assessment Breakdown	%
Continuous Assessment	100.00%

Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Case Study	In their group project, of the case study students will display their ability to use information and knowledge gathered from the course to conduct a study and write a report outlining the research problem, concise literature reviews, descriptions of the research methodology employed and record the findings and the implications of the study. It is also an evidence of their ability to communicate effectively in writing and speaking.	30%	CLO4
	Presentation	During the individual classroom presentation, students will demonstrate a critical awareness of the content, critical and creative analysis of relevant issues, and display their conceptual understanding of the topic presented.	20%	CLO2
	Quiz	In their quiz, students will demonstrate their ability to recall and apply their knowledge and understanding of the various components of communication in the workplace.	30%	CLO1
	Seminar	Identify, discuss conduct a seminar on the latest issues and concerns in the field of communication at the workplace based on a global perspective. Each Forum session should last approximately 1 hour plus a 10 min Q&A session. End of Forum - submit a working term paper on issues discussed and raised during the seminar.	20%	CLO3

Reading List	Recommended Text	<ul style="list-style-type: none"> Adler, R.B. & Elmhorst, J.M. 2019, <i>Communicating at Work</i>, 12 Ed., 12, Mc-Graw International. Singapore
	Reference Book Resources	<ul style="list-style-type: none"> Dickson, D & Hargies, O 1994, <i>Social Skills in Interpersonal Communication</i>; Ed., , Routledge [ISBN:] Gill, R 2006, <i>Theory and Practice of Leadership London</i>, Ed., , Sage [ISBN:] Mey, J 2001, <i>Pragmatics: An Introduction 2nd Ed. UK</i>, Ed., , Routledge [ISBN:] Guirdham, M 1990, <i>Interpersonal Skills and Work. H. Hempstead</i>, Ed., , Prentice Hall [ISBN:] Goffman, E 2005, <i>Interaction Rituals: Essays in Face to Face B</i>, Ed., , Aldene Publishing Co [ISBN:] Plung, D.L. & Montgomery, T.T. 2004, <i>Professional Communication: The Corporate Insider's Approach to Business Communication</i>, Thomson Ohio Dale, P. & Wolf, J.C. 2006, <i>Speech Communication made Simple</i>, Pearson Longman. USA
Article/Paper List	This Course does not have any article/paper resources	
Other References	This Course does not have any other resources	