



UNIVERSITI TEKNOLOGI MARA

ELS101: LISTENING FOR WORKPLACE COMMUNICATION

Course Name (English)	LISTENING FOR WORKPLACE COMMUNICATION APPROVED
Course Code	ELS101
MQF Credit	2
Course Description	This course aims to effectively improve students' listening skills. It allows students to demonstrate understanding of work-related materials and situations. By having the ability to identify speaker's tone, attitude, role, point of view and bias in different work-related verbal communication contexts, students are able to become an effective communicator
Transferable Skills	At the end of this course, students will develop cognitive skills, work related skills and communication - interpersonal skills in professional settings.
Teaching Methodologies	Lectures, Web Based Learning, Listening Activity, Simulation Activity, Presentation, Role Play
CLO	CLO1 Use effective listening skills for English communication at the workplace CLO2 Display effective listening to English spoken discourse at the workplace CLO3 Integrate good work ethics and responsibility while displaying effective listening to English spoken discourse at the workplace
Pre-Requisite Courses	No course recommendations
Topics	<p>1. 1. Employing various note-taking skills to identify main ideas and supporting details 1.1) 1.1 Non-linear note taking (information transfer, notes completion, diagram labeling) 1.2) 1.1.1 radio interviews 1.3) 1.1.2 casual conversations 1.4) 1.1.3 workplace conversations – process and procedures, company information (e.g. structure, background), meetings, job instructions, technical descriptions</p> <p>2. 2. Identifying and analyzing speakers' tone, attitude, role, points of view and bias 2.1) 2.1 Identify speakers' tone, attitude, role, points of view and bias 2.2) 2.1.1 work-related texts – meetings, job interviews, talks 2.3) 2.1.2 telephone conversations – job adverts, complaints, messages 2.4) 2.2 Analyse speakers' tone, attitude, role, points of view and bias 2.5) 2.2.1 work-related texts – meetings, job interviews, talks 2.6) 2.2.2 telephone conversations – job adverts, complaints, messages</p> <p>3. 3. Making inferences to interpret meaning 3.1) 3.1 Talk shows 3.2) 3.2 Press conferences 3.3) 3.3 Business presentations 3.4) 3.4 Meetings</p> <p>4. 4. Drawing conclusions based on listening texts 4.1) 4.1 Talk shows 4.2) 4.2 Press conferences 4.3) 4.3 Business presentations 4.4) 4.4 Meetings</p> <p>5. 5. Evaluating listening texts to express ideas, judgments and opinions 5.1) 5.1 Business presentations 5.2) 5.2 Press conferences 5.3) 5.3 Talks</p>

Assessment Breakdown	%
Continuous Assessment	100.00%

Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Listening Test	Listening Test	10%	CLO2
	Listening Test	Listening Test	20%	CLO1
	Portfolio/Log Book	Digital Portfolio 1	10%	CLO1
	Portfolio/Log Book	Digital Portfolio 2	10%	CLO2
	Portfolio/Log Book	Digital Portfolio 3	10%	CLO3
	Simulation Evaluation	Simulation and direct observation	10%	CLO2
	Simulation Evaluation	Direct Observation 1	10%	CLO3
	Simulation Evaluation	Direct Observation 2	20%	CLO3

Reading List	Recommended Text	Bernadette Vine 2017, <i>The Routledge Handbook of Language in the Workplace</i> , Routledge [ISBN: 1317425804]
	Reference Book Resources	<ul style="list-style-type: none"> • Debra L. Worthington, Margaret E. Fitch-Hauser 2018, <i>Listening</i>, 1st Ed., Routledge [ISBN: 1315389185] • George J. Searles 2017, <i>Workplace Communications</i>, Pearson [ISBN: 0134701305] • Geraldine E. Hynes, Jennifer R. Veltsos 2018, <i>Managerial Communication</i>, SAGE Publications [ISBN: 1506365108] • Goodheart-Willcox Publisher 2015, <i>Professional Communication</i>, Goodheart-Wilcox Publisher [ISBN: 1631261282] • Robert BOLTON, Dorothy Grover BOLTON 2018, <i>Listen Up or Lose Out</i>, AMACOM Div American Mgmt Assn [ISBN: 0814432026] • Sharon Massen, Phd 2017, <i>Talking, Listening, & Writing for Success</i>, Sentia Publishing via PublishDrive [ISBN: 099932327X]

Article/Paper List	This Course does not have any article/paper resources
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Other References	<ul style="list-style-type: none"> • Website <i>Business, Professional and Vocational</i> http://www.cambridge.org/englishskills • Website <i>Learning English</i> http://www.bbc.co.uk/learningenglish/ • Website <i>Business & English for Specific Purposes</i> http://www.oup.com/elt/ • Website <i>English for the workplace</i> https://www.britishcouncil.org/english/b-business • Website <i>Podcasts for professionals</i> https://learnenglish.britishcouncil.org/en/professionals-podcasts
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