

Course Code : WUC107/03
Course Title : Workplace Communication Skills
Advisory Prerequisite(s) : Nil
Level : Lower
Credit hours : 3
Duration of course : 1 semester

Course Coordinator

Jasmine Selvarani Emmanuel

MA (English language) Universiti Sains Malaysia

BA Education Hons (English Language) Universiti Sains Malaysia

Certificate in e-Learning, Open Polytechnic New Zealand

This course aims to develop a firm foundation of English Language and Communication skills required of the student to communicate effectively in a wide range of business and technical situations. Students will develop the ability to select suitable registers of English and to employ appropriate strategies when communicating in the workplace and in a fast changing and highly technical society. It will focus on effective telephone skills, basic writing for the workplace, presentation skills, meetings and negotiations. The other areas covered include communication for career success and communication technology. Relevant areas in grammar and vocabulary development will be integrated into the units. Cross cultural tips for effective communication will also be discussed

Learning Outcomes

After successfully completing this course, students should be able to:

- Describe communication, its main forms and purposes in a contemporary workplace
- Explain effective communication techniques and channels in oral and written forms to relay information efficiently.
- Demonstrate an understanding of oral presentations, meetings and negotiations in various settings

Topics

- Communication for career success
- Effective telephone skills
- Business Writing- Letters, faxes, E-mails and SMSes
- Oral presentations
- Meetings and negotiations

Main Reference

- Wawasan Open University (2018). *Workplace Communication Skills*. Penang: Wawasan Open University.

Other references

- Vijayarajoo A. R., Emmanuel J. S., Subramaniam S., Irene Leong Y. C., Roslina M. J. & Kamalanathan M. R. (2019). *Essential Communication Skills in the Workplace*. 2nd edn, Kuala Lumpur: UiTM Press
- Searles, G. J.(2016) *Workplace Communications, The Basics*. New York: Pearson.