



# *Greenwich University*

## **COURSE OUTLINE**

**SPRING 2019 Term**

- **Course** : **Communication Skills**
- **Code** : **GENG 202**

### **ADMINISTRATIVE INFORMATION**

- Instructor : **Prof. Marc Serge Riviere**
- Instructor's Email : [marc@greenwich.edu.pk](mailto:marc@greenwich.edu.pk)
- Class Session : **March 25, 2019 – July 20, 2019**
- Class Timings : **Thursday, 09:00 Am - 11:00 Am**

### **COURSE OBJECTIVES:**

Few main objectives of this course are to

- Enhance confidence of the students with regard to public speaking by providing the students as much practical speaking experience as possible.
- Support the students to gain speech confidence to reduce communication apprehensions.
- Familiarize students with the principles of making different kinds of oral presentations - speeches
- Help them to choose appropriate topics for different types of presentations and guide them how to collect data and organize it.
- Assist the students to plan/outline a speech/presentation according to the topic selected.
- Enhance their delivery skills for the wide array of public speaking needs.
- Sensitize the students to appreciate the need for acquisition of enhanced listening skills.
- Support the students to critically analyze and evaluate their own and others' speeches.
- Develop persuasion skills, group communication and interview skills of the students.

### **ATTENDANCE:**

100% class attendance is mandatory for the students to enable them to appear in the final examination. However, in case of an emergency / serious illness the students will be eligible to (02) absences during the whole semester.

### **RULES AND REGULATIONS:**

- All mobile phones must remain switched off or kept on silent / vibration mode) for the entire duration of a class. Any breach of this rule will lead to immediate confiscation of the phone, which will only be returned after the semester is over.
- Smoking is strictly prohibited on the entire campus.
- No food, drinks, gum or beetle-nut (chalia) are allowed inside the classroom.
- In order to maintain the sanctity and decorum on the University Campus, all male and female students are required to be dressed in a decent and appropriate manner. The University shall take a particularly stern view of any kind of immodest and revealing clothes.
- The Student ID Card must be displayed while attending class.
- Cheating, plagiarism, offensive language and disruptive behavior will be addressed according to policies for academic misconduct mentioned in the Students' Handbook.

### **TEACHING METHODOLOGY:**

- Interactive Lectures
- Group discussion
- Case studies
- Role plays
- Presentation by students, etc.

### **PERFORMANCE REQUIREMENTS:**

Complying with the course requirements with active class participation and timely submission of assignments. Students are urged to seek assistance from <http://www.digitallibrary.edu.pk> and other related sites for the preparation of assignments and Term Papers. Greenwich Research Development Center (GRDC) and computer laboratory has all the full access to the digital library and internet.

### **MATERIAL / RESOURCES:**

#### ***RECOMMENDED TEXTS:***

- Fire Up Your Communication Skills: Get People To Listen Understand And Give What You Want! By : Captain Bob
- Creating Success Improve Your Communication Skills By : Alan Barker
- Basic Communication Skills By : P Kiranmai Dutt And Geetha Rajeevan

#### ***COMPULSORY READING:***

- Economic & Business Review (Daily DAWN, Monday Edition)

### **EVALUATION METHODS AND ASSIGNMENTS:**

- Quizzes will be given in every class based upon the lesson taught in the previous session. The teacher will mark and return them to the students in the same/next class.
- Students who maintain 100% attendance in a minimum course load of five will be awarded a certificate and his/her name/picture will be placed on the notice board
- Class Assignments will be given regularly.
- Class participation
- Portfolios should be maintained by students of all their assignments, quizzes, /presentation, etc. The portfolios must be submitted to the instructor in the 14th class. The portfolios will be returned to the students prior to the final examination.
- Mid-Term and Final Examination
- Final exams will comprise questions based on the entire syllabus, including the teaching done before the Mid-Term Exam.

- **Report:** The students will be assigned, individually, or in groups to write term paper / report based on visit to the corporate entities / markets and discussions with professionals and practitioners. All such visits will be undertaken through official transmittal letters to be issued by the University on the request of students and / or faculty.

**GRADING:**

*	Assignment .....	10%
*	Class activities.....	20%
*	Mid-term Examination.....	30%
*	Final Examination.....	40%

**COURSE CONTENTS**

**WEEK - I.**

- The Communication process
- Elements of Communication
- Definition of Oral Communication
- Verbal and Non-Verbal Communication

**WEEK - II.**

- Paraverbal communication skills
- Formal vs. Informal Communications
- Understanding Communication Barriers
- Self-awareness: Johari window
  - Article on Communication: The Process, Barriers, And Improving Effectiveness  
*(group discussion and presentation)*

**WEEK - III.**

- Active listening
  - Five levels of listening
  - Playback technique - checking for understanding
  - Dealing with negative feedback
  - Providing feedback for clarification  
*(Case study)*

**WEEK - IV.**

- Speaking Like a STAR
  - S = Situation
  - T = Task
  - A = Action
  - R = Result
- Using “I” Messages
- Active Constructive Response - ACR  
*(speaking activity- rubric to be provided) & (case study)*

**WEEK - V.**

- Asking Good Questions
  - Open Questions
  - Closed Questions
  - Probing Questions

*(Practical work in pairs: all 3 types of questions formed and asked)*
- Functions and characteristics of oral communication
- Types of Oral Communication
  - Meetings
  - Discussions
  - Interviews
  - Presentations

#### **WEEK - VI.**

- Difference between Meetings & Discussions
  - Role play on parent-teacher meeting
  - Group discussion on an issue
- Interviews
  - Interviewing Techniques and strategies
  - Mock interviews to be conducted

#### **WEEK - VII.**

- Presentations
  - Ppt to be made and presented (*lab work*)
- Informative speeches
- Main parts of the speech:
  - Introduction
  - Main body
  - Conclusion

*(Case study)*  
*(Sample speech shared)*

#### **WEEK - VIII**

#### **MID-TERM EXAMINATION**

#### **WEEK - IX.**

- Processing a speech
  - Choosing a topic
  - Make an outline
- (Lab work)*
- (Presentation assignments will be allocated to each student)*

#### **WEEK - X.**

- Communication and Brain
  - Effects of Communication on the Brain
  - Presentation/Speech Anxiety.
  - Overcoming Presentation/Speech Anxiety
- (Self-assessment: students to reflect on their own communication/presentation skills)*

#### **WEEK - XI.**

- Public speaking
  - Reading from a manuscript
  - memorized speech
  - extemporaneous
  - impromptu

*(public speaking activity)*

**WEEK - XII.**

Presentations by students and its critical analysis by the fellow students

**WEEK - XIII.**

Presentations by students and its critical analysis by the fellow students

**WEEK - XIV.**

Presentations by students and its critical analysis by the fellow students

**WEEK - XV.**

Presentations by students and its critical analysis by the fellow students

**WEEK - XVI.**

**FINAL EXAMINATION**

-----*For Office Use Only*-----

**Dean: :** \_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / 2019

**Head of Department: :** \_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / 2019

**Faculty Member: :** \_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / 2019

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