

## COURSE OUTLINE

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<b>Course Code: ULAB 3122/UHB 3022 (English for Workplace Communication) Total Contact Hours: 30 hours</b>	<b>Semester: 3 Academic Session: 2015/2016</b>

**Lecturer** : Teaching Staff of Language Academy, UTM  
**Coordinator** : Pn. Linda V.Prapagara ([lindavprapagara@utm.my](mailto:lindavprapagara@utm.my))  
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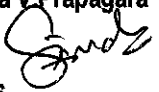
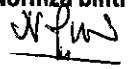
**Pre-requisite** : **ULAB1112 / UHB1412 (English for Academic Communication)  
 ULAB2112 / UHB 2422 (Advanced English for Academic Purposes)**

**Synopsis** : This course aims to introduce and expose students to the basic principles of communication at the workplace. Students will be given the opportunities to practise presenting information, conducting effective meeting and discussing in formal and informal communicative events, as well as reading and writing appropriate workplace related documents. Students will also be exposed to situations where they learn to function as individuals and team members and interact verbally and nonverbally with appropriate language, style and gestures. By the end of this course, students will be able to communicate effectively in a variety of workplace contexts.

### LEARNING OUTCOMES

By the end of the course, students should be able to:

No.	Course Learning Outcome	Programme Learning Outcome(s) Addressed	Taxonomies (C,P,A)	Assessment Methods
1.	deliver persuasive oral presentations using appropriate visual aids	CS3	P3	Present orally
2.	use self-access learning materials for language development	CS2	P3	Do MyLine activities
3.	conduct meetings	CS5	P3	Conduct meeting
4.	record important information in meetings using appropriate language style and format	CS1	P3	Write notice, agenda and minutes of meeting
5.	write emails using appropriate format & language	CS1	P3	Write Email
6.	write memorandum using appropriate format & language	CS1	P3	Final Exam
7.	write different types of formal letters	CS1	P3	Final Exam

<b>Prepared by: Course Coordinator</b> <b>Name: Pn. Linda V Prapagara</b> <b>Signature:</b>  <b>Date: June 2016</b>	<b>Certified by: Academic Manager of External Program</b> <b>Name: Dr Norhiza binti Ismail</b> <b>Signature:</b>  <b>Date: June 2016</b>
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**STUDENT LEARNING TIME**

<b>Teaching and Learning Activities</b>	<b>Student Learning Time (hours)</b>
<b>Face to Face Learning (30 hrs)</b>	
a. Lecturer-Cantered Learning <ul style="list-style-type: none"> <li>i. Lecture               <ul style="list-style-type: none"> <li>• Communicating Formally &amp; Informally at Workplace</li> <li>• Oral Presentations &amp; Visual Aids</li> <li>• Case Studies</li> <li>• Memorandum</li> <li>• Emails</li> <li>• Formal Letters</li> <li>• Notice of Meeting and Agenda</li> <li>• Meetings</li> <li>• Minutes of meeting</li> </ul> </li> </ul>	11
b. Student-Cantered Learning (SCL) <ul style="list-style-type: none"> <li>i. Practical/Tutorial</li> <li>ii. Student-centred learning activities               <ul style="list-style-type: none"> <li>• Library search</li> <li>• MyLine</li> <li>• Group discussions</li> <li>• Presentation practice</li> <li>• Conducting meeting practice</li> <li>• Minutes of meeting practice</li> <li>• In-class writing :                   <ul style="list-style-type: none"> <li>- Memo/email</li> <li>- formal letter</li> </ul> </li> </ul> </li> </ul>	11
<b>2. Self-Directed Learning</b>	
a. Non-face-to-face learning or student-centred learning (SCL) such as manual, assignment, module, e-Learning, etc.	21.5
b. Revision	23
c. Assessment Preparations (2 hours X 2)	4
<b>3. Formal Assessment</b>	
a. Ongoing Assessment <ul style="list-style-type: none"> <li>i. Email</li> <li>ii. Oral Presentation (30 mins X 7 groups )</li> <li>iii. Notice of Meeting with Agenda</li> <li>iv. Meeting (30 mins X 7 groups)</li> <li>v. Minutes of Meeting</li> </ul>	1.0 2.5 1.0 2.5 1.0
b. Final Exam	1.5
<b>Total (SLT)</b>	<b>80/40 = 2</b>

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### TEACHING METHODOLOGY

Lecture and Discussion, Case Study, Co-operative Learning, Independent Study, Group Project, Presentation.

### WEEKLY SCHEDULE

#### Meeting 1

#### Introduction to the Course

Briefing on course content, mode of implementation, assessment  
Introduction to MyLine and review of grammar.

#### Workplace Socialising

Unit 1: Working Life (Practice File, Exercises & Test and Phrasebank)

Unit 3: Leisure Time (Practice File, Exercises & Test and Phrasebank)

Unit 5: Customers (Practice File, Exercises & Test and Phrasebank)

Unit 6: Guests and Visitors (Practice File, Exercises & Test and Phrasebank)

#### Introduce Case study

#### Meetings 2 & 3

*Assessment on  
Oral Presentation  
(case studies)*

#### Input on Oral Presentation & Visual Aids

Unit 3: Services and Systems

Unit 7: Security

Unit 12: Innovation

#### Meetings 4 & 5

*Notice of Meeting*

*Minutes meeting Quiz*

#### Meetings

#### Input on Meetings & Minutes of Meeting

Unit 2 :Projects

Unit 8: Working Together

Unit 10: Facilities

Unit 11: Decisions

Unit 15: Performance

Unit 16: Success

#### Weeks 5

*Assessment on E-mail*

*Conduct Meeting*

#### Documents and Correspondence

**Input on Formal Letters, Memos and Emails**

**Preparation for Final Exam (sample paper)**

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**TEXTBOOK**

Hughes, J. & Naunton, John. (2007). Business Results. Intermediate.  
Oxford: Oxford University.

**REFERENCES**

Beisler, F., Scheeres, H. & Pinner, D. (1993). Communication Styles (2nd ed.).  
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Bovee, C. & Till, J. (2006). Business Communication Essentials (2<sup>nd</sup> ed.).  
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Frenchs Forest, NSW: Pearson Education Ltd.

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Types of Speech Communication (13th ed.). U.S.: Addison-Wesley  
Educational Publishers, Inc.

Murphy, H. A., Hilderbrandt, H. W, & Thomas, J. P. (1997). Effective Business  
Communication (9th ed.). New York: The McGraw-Hill Companies, Inc.

Searles, G. J. (2003). Workplace Communications: The Basics (2nd ed.).  
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Taylor, S. (2005). Communication for Business: Practical Approach (4th ed.).  
Harlow, England: Pearson Education Ltd.

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**GRADING:**

No.	Assessment	Number	%	Total (%)	Week
1	Oral Presentation (Individual)	1	15	15	3
2	***MyLinE Activities (Individual) Communication Skills	2	5	10	4
3	Notice of Meeting & Agenda (Individual)	1	10	10	5
4	Meetings (Individual)	1	15	15	5
5	Email (Quiz)	1	10	10	5
6	Minutes of Meeting	1	10	10	4
	Final Exam (Individual)	1	30	30	
	Overall Total			100	

\*\*\*Note: Students can log in into MyLinE using the following details:

URL:<http://myline.utm.my>

Username: UTM+Matric number (e.g: UTMSX123456ABC78)

Password: Matric number (e.g: SX123456ABC78)