

Faculty of Administrative and Financial Sciences
Department of Business Administration

Course Syllabus

Course Title: مهارات الاتصال الاداري Management Communication Skills	Course code: 0330250
Course Level: 2	Course prerequisite: 0130102 /0330110
Lecture Time:	Credit hours: 3

Academic Staff Specifics

Name	Rank	Office Number and Location	Office Hours	

Course module description:

Organizations are networks of people. These people need to communicate with each other in order to perform the tasks necessary for the realization of the organizational goals. One of the problems that students are faced with when preparing for a managerial task in an organization is the fact that ‘organization’ and ‘communication’ are abstract concepts. Concepts like these need to be made concrete. What are the subjects in the communication? Who is involved? What is the purpose of the communication? This book will be useful for students who are being educated for managerial positions. It will help them to develop a theoretical framework for various types of conversations and will give them a guide to learning the skills necessary to hold these conversations in a professional manner. In many respects this is important in order to realize the goals of the organization

Course module objectives:

After covering this module, students should be able to

- **Examine the main communicative contexts within which managers operate;**
- **identify and chart the key skills and strategies essential for effective managerial communication within organisations;**
- **review research findings pertaining to each area;**
- **allow students of management to sharpen their communication skills for the world of work;**
- **help managers to apply the material to their own particular workplace;**
- **enable managers to improve their day-to-day performance in their interactions with staff at all levels.**

Support material (s) (vcs, acs, etc).

- **Study guide (s) (if applicable)**
- **Homework and laboratory guide (s) if (applicable).**

Teaching methods:

Lectures, discussion groups, tutorials, problem solving, debates and laboratory.

Learning outcomes:

- **Knowledge and understanding**

Upon successful completion of this module students will be able to: Understand the nature of Communication skills for effective management

Develop modeling skills.

- **Cognitive skills (thinking and analysis).**
- **Communication skills (personal and academic).**
- **Practical and subject specific skills (Transferable Skills).**

Assessment instruments

- **Short reports and/ or presentations, and/ or Short research projects**
- **Quizzes.**
- **Home works**
- **seminars**
- **Final examination: 40 marks**

<u>Allocation of Marks</u>	
Assessment Instruments	Mark
First examination	20
Second examination	20
Reports, projects, Quizzes, Home works,	20
Final examination:	40
Total	100

Documentation and academic honesty

- Documentation style (with illustrative examples)
A module file containing samples of students examination papers, homework, projects and assignments
- Protection by copyright
- Avoiding plagiarism.

Course/module academic calendar

week	Basic and support material to be covered	Homework/reports and their due dates
	<ul style="list-style-type: none">• characteristics of managerial communication• how to create a communication	Home works: communication strategy
	<ul style="list-style-type: none">• The difference between direct and indirect structure• Oral Presentations: differences	Projects: direct structure
	<ul style="list-style-type: none">• Oral Presentations: verbal and nonverbal skills	Quizzes
	<ul style="list-style-type: none">• Listening; Giving and Receiving Feedback	Case study: verbal and nonverbal skills

	<ul style="list-style-type: none"> Techniques of persuasion 	Reports: Feedback
	<ul style="list-style-type: none"> Guidelines for Effective Writing Writing Team Reports 	first
	<ul style="list-style-type: none"> Effective Teamwork 	Quizzes
	<ul style="list-style-type: none"> practice the elements of successful teamwork 	Case study: Teamwork
	<ul style="list-style-type: none"> practice interviewing skills 	
	<ul style="list-style-type: none"> Interpersonal Skill 	Quizzes
	<ul style="list-style-type: none"> Communicating Electronically :such electronic media as e-mail, 	second
	<ul style="list-style-type: none"> Cross-Cultural Communication: ways in which people from different cultures (and genders) communicate 	Reports
	<ul style="list-style-type: none"> Working with the Media 	Home works: Cross-Cultural Communication
	<ul style="list-style-type: none"> Negotiating Conflict management 	projects
	<ul style="list-style-type: none"> Delegating 	Quizzes
	General revision for the material	final

Expected workload:

On average students need to spend 2 hours of study and preparation for each 50-minute lecture/tutorial.

Attendance policy:

Absence from lectures and/or tutorials shall not exceed 15%. Students who exceed the 15% limit without a medical or emergency excuse acceptable to and approved by the Dean of the relevant college/faculty shall not be allowed to take the final examination and shall receive a mark of zero for the course. If the excuse is approved by the Dean, the student shall be considered to have withdrawn from the course.

Module references

- **Communication skills for effective management**
Owen Hargie, David Dickson and Dennis Tourish
- **Communication in Organizations :basic skills and conversation models**
Henk T. Van der Molen and others

Journals

Direct, Administrative Sciences
Academy of Management Journal

Websites

www.info.com
www.google.com