

Bachelor of Business Administration (Hons)

1.	Course Title	Communication for the Workplace																	
2.	Course Code	LENG1033																	
3.	Status	University																	
4.	Credit Hour	3 (1+2) 1 lecture (1 hour lecture x 14 weeks) 1 tutorial (2 hours tutorials x 14 weeks)																	
5.	Semester/Year	2/1																	
6.	Prerequisites	Nil																	
7.	Teaching method:	Distance Learning (Electronics)																	
8.	Evaluation	Assessment and Marking Percentage: <table><tr><td>Quizzes</td><td>10</td><td>%</td></tr><tr><td>Assignments</td><td>10</td><td>%</td></tr><tr><td>Interactions through discussion board</td><td>10</td><td>%</td></tr><tr><td>Mid-Semester Exam</td><td>20</td><td>%</td></tr><tr><td>Final Examination</td><td>50</td><td>%</td></tr></table>			Quizzes	10	%	Assignments	10	%	Interactions through discussion board	10	%	Mid-Semester Exam	20	%	Final Examination	50	%
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Final Examination	50	%																	
9.	Lecturer	N/A																	
10.	Objective of the Subject	This subject is designed to enable students to: <ul style="list-style-type: none">Familiarize students with various forms of business communication in the workplaceIncrease students’ English proficiency by providing ample real –life examples in the workplace.Respond with some confidence on various issues in the workplace																	
11.	Learning Outcomes	Upon completion of this subject, students should be able to: <ul style="list-style-type: none">Demonstrate the ability to write business documents memos, business letters, cover letters and resumesRead and understand business material in and for the workplaceDemonstrate the ability to present and communicate effectively in public and during meetings																	
12.	Synopsis	This is the third level English course designed for beginning and intermediate learners. This subject focuses on the workplace as part of the students’ English language requirements. Topics have been carefully selected from events, themes and activities that are common in the workplace. Hence, It is designed to acquaint students with the common types of English communication in the workplace. Since it is also an English language course, the curriculum takes advantage of this by arranging the syllabus into three major language components. The first part focuses more on the communication that takes place in various work environments. In the second part, students will learn the techniques of writing memorandums and letters. The third part provides practice for the students in the component of oral presentation.																	
13.	Topics	Details	Lecture (Hrs)	Tutorial (Hrs)															
		General Communication																	
	Topic 1	<ul style="list-style-type: none">General Communication for The WorkplaceCompleting an applicationRules at workYour medical historyThe company chartThe company annual eventOnline Forum	1	4															
	Topic 2	<ul style="list-style-type: none">Salary and ExpensesYour PayslipYour Household budgetBuying and BargainingLooking or a place to liveLanguage for the customersOnline Forum	1	4															
	Topic 3	<ul style="list-style-type: none">Calendar and Events	1	4															

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		<ul style="list-style-type: none">Calendar of EventsThe Monthly ReportsPersonal Weekly AppointmentDaily EventsCan I Take a Message?Online Forum		
		Formal documents		
	Topic 4	<ul style="list-style-type: none">TablesChartsDiagramsGraphsOnline Forum	1	4
	Topic 5	<ul style="list-style-type: none">MemosPurpose for memosWhat does a memo look like/Language of a memoOnline Forum	1	4
	Topic 6	<ul style="list-style-type: none">Business lettersTypes of lettersGood news versus Bad news lettersOnline Forum	1	4
	Topic 7	<ul style="list-style-type: none">Cover Letters and ResumesFormat of a cover laterReply to a cover letterBody of a cover letterOnline Forum	2	4
		Oral Communication		
	Topic 8	<ul style="list-style-type: none">Advertisements and InterviewsAdvertisementsJob advertisementsThe interviewOnline Forum	2	4
	Topic 9	<ul style="list-style-type: none">Meetings and DiscussionsLanguage of the agendaLanguage at meetingsLanguage expressionsOnline forum	2	4
	Topic 10	<ul style="list-style-type: none">Business PresentationsPlanning a presentationAnalyzing the audienceIdentifying the intentMaking your message memorableDesigning visual aidsRedefining the non-verbal skillsOnline Forum	2	6
		Total contact hours	14	42
		Equivalent lecture hours	14	28
		Total lecture hours	42	
		Credit hours	3	
14.	Main references:	Textbook: Mohd Sallehhudin Abd Aziz & Normala Othman(2008) Communication in the Workplace Al Madinah International University (Malaysia)		
15.	Additional	1. Billet, C.D. 2000. Now presenting! Presenting Skills in English for All Needs. Cannes; Media		

Bachelor of Business Administration (Hons)

	References: Other Materials:	Training Corporation. 2. Calabrese, M.E 2000. Writing in the workplace Ohio; South-western Educational publishing 3. Johnson, H 2000 Reading in the workplace . Ohio: South-Western Educational Publishing. All other materials will be available to students online.
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