



Effective Communication & Interpersonal Skills Course Syllabus

August - December 2015

Cycle: Free Elective

**Professor:
Orue, Ana**

I. Course General Information

Course:	Effective Communication and Interpersonal Skills	Code:	06428
Prerequisite:	Business Topics 2 / Technical English 2	Term:	2015-II
Credits:	3	Cycle	Free Elective

II. Summary

This course provides students with tools and techniques which will enable them to improve their communication and interpersonal skills essential in today's global competitive workplace.

III. Course Objectives

The objective of this course is to expose students to a variety of situations which are common in the global workplace and academic setting, providing them with opportunities to interact using appropriate verbal and non-verbal communication. It will include skills focusing on the individual, such as giving presentations and briefings, and on those related with peer interaction, like debating, role-playing and problem solving.

IV. Learning Outcomes

At the end of the course, the successful student will be able to:

- Give presentations
- Participate in group discussions
- Debate
- Give advice
- Report decisions
- Argument

V. Methodology

The course is mainly interactive and requires active participation at individual, peer and class level. It comprises role play, simulation, problem-solving and case study techniques. The methodology is student-centered and communication-based and it includes intensive on-line practice.

VI. Evaluation

The evaluation system is permanent and comprehensive, and it is intended to promote student's learning. Grading will consist of the following criteria:

◆ Continuous Assessment		50%
30%	Class work (oral expression, written homework, participation, attendance, punctuality)	
20%	On-line practice (vocabulary, listening, grammar)	
30%	Individual presentations (unit assignments)	
<u>20%</u>	Scripts for oral presentations (unit assignments)	
100%		
◆ Mid-term exam: written exam		20%
◆ Final Exam: written exam		30%
Total:		100%

VII. Course Contents

Week N°	Course Topics	Activities / Assessment
<p style="text-align: center;">1</p> <p><i>24-29 Aug.</i></p>	<p>Course introduction</p> <p><u>Unit 1: How does power affect leaders?</u></p> <ul style="list-style-type: none"> - Listening 1: Best of Both Worlds? A report (Business Management) - Listening 2: Myths of Effective A Lecture (Human Resources Management) <p>Listening skills:</p> <ul style="list-style-type: none"> • Listen for expressions that announce topic to anticipate what you will hear • Listen to results of a study in order to understand evidence • Distinguish stressed and unstressed syllable to better identify words in speech • Predict content • Listen for main ideas • Listen for details <p>Vocabulary skill:</p> <ul style="list-style-type: none"> • Understanding meaning from context. 	<p>Homework 1: Written work</p>
<p style="text-align: center;">2</p> <p><i>31 Aug. - 5 Sept.</i></p>	<p><u>Unit 1: How does power affect leaders?</u></p> <p>Speaking skills:</p> <ul style="list-style-type: none"> • Use repetition and signal words to draw attention to main ideas • Discuss a reading with group members to analyze the author's points • Take notes to prepare for a presentation or group discussion <ul style="list-style-type: none"> - Grammar: gerunds and infinitives - Pronunciation: syllable stress - Speaking: checking for understanding <p>Unit 1 assignment:</p> <ul style="list-style-type: none"> • Offer advice on how to be an effective leader <ul style="list-style-type: none"> ○ Consider ideas ○ Prepare and speak 	<p>Online practice: Unit 1</p>

<p>3</p> <p>07 - 12 Sept.</p>	<p>Unit 1 assignment: Offering advice on how to be an effective leader.</p> <p>Critical thinking:</p> <ul style="list-style-type: none"> - Examine personal attitudes toward leadership - Distinguish between truth and myths - Discuss research finding and evidence - Assess your prior knowledge of content - Relate personal experiences to listening topics - Integrate information from multiple sources <p>Unit 2: How does our appearance affect our success?</p> <ul style="list-style-type: none"> - Listening 1: A perfect mess? A Book Review (Psychology) <p>Listening skills:</p> <ul style="list-style-type: none"> • Identify new and previously known information to focus on important details • Decide which information to take notes on so not-taking is efficient • Listen for unstressed vowels to recognize individual words in speech • Predict content • Listen for main ideas • Listen for details <p>Vocabulary:</p> <ul style="list-style-type: none"> - Find the relevant definition for a multi-meaning word in the dictionary - Assess prior knowledge of vocabulary 	<p>Unit 1 assignment: Describing a concept (Effective leadership and the negative effects of power)</p>
<p>4</p> <p>14 – 19 Sept.</p>	<p>Unit 2: How does our appearance affect our success?</p> <ul style="list-style-type: none"> - Listening 2: The Changing Business Dress Code An Interview (Fashion design) <p>Vocabulary:</p> <ul style="list-style-type: none"> - Find the relevant definition for a multi-meaning word in the dictionary <p>Speaking skills:</p> <ul style="list-style-type: none"> - Confirm understanding - Give another person advice to help handle a difficult situation - Take notes to prepare for a presentation or group discussion <p>Grammar:</p> <ul style="list-style-type: none"> - Subjunctive verbs for suggestions <p>Unit 2 assignment:</p> <ul style="list-style-type: none"> - Role-play a conversation offering advice to help someone become better organized. (in class - preparation) 	<p>Homework 2: Written work</p>

<p style="text-align: center;">5</p> <p>20 – 25 Sept.</p>	<p>Unit 2 assignment: Role-play</p> <p>Critical thinking:</p> <ul style="list-style-type: none"> - Examine factors involved in personal success - Formulate advice for others - Infer meaning from photographs - Assess your prior knowledge of content - Relate personal experiences to listening topics - Integrate information from multiple sources <p>Unit 3: When does a child become an adult?</p> <ul style="list-style-type: none"> - Listening 1: Generation Next A Radio Report (Cultural Anthropology) <p>Listening skills:</p> <ul style="list-style-type: none"> • Pay attention to titles, previous experience, etc. to anticipate information • Listen for key words to understand who is performing an action • Predict content • Listen for main ideas • Listen for details <p>Vocabulary:</p> <ul style="list-style-type: none"> - Use the dictionary to distinguish between words with similar meanings - Assess your prior knowledge of vocabulary 	<p>Online practice: Unit 2</p>
<p style="text-align: center;">6</p> <p>27 Sept. – 02 Oct.</p>	<p>Unit 3: When does a child become an adult?</p> <ul style="list-style-type: none"> - Listening 2: Growing up quickly A Lecture (Developmental Psychology) <p>Speaking skills:</p> <ul style="list-style-type: none"> - Give an individual and small-group presentations to define a term and explain it - Stress important words in speech to communicate important information - Brainstorm ideas to prepare for presentations - Take notes to prepare for a presentation or group discussion <p>Pronunciation:</p> <ul style="list-style-type: none"> - Sentence stressed patterns <p>Vocabulary:</p> <ul style="list-style-type: none"> - Use the dictionary to distinguish between words with similar meanings <p>Grammar:</p> <ul style="list-style-type: none"> - Phrasal verbs 	<p>Unit 2 assignment: Giving advice (how to become better organized)</p>

<p>7 05– 10 Oct.</p>	<p>Unit 3 assignment: Give a presentation to a group (pre-task)</p> <ul style="list-style-type: none"> - Consider the Ideas - Prepare and speak <ul style="list-style-type: none"> o Gather ideas o Organize ideas <p style="text-align: center;">Mid-Term Examination</p>	<p>Homework 3: Written work</p>
<p>8 12 - 17 Oct.</p>	<p>Exam week</p>	
<p>9 19 - 24 Oct.</p>	<p>Unit 3 assignment task: Individual presentation</p> <p>Critical thinking:</p> <ul style="list-style-type: none"> - Become aware of personal behavior in social contexts - Apply criteria to classify individual circumstances - Identify cultural norms and compare them with those of other eras - Assess your prior knowledge of content - Relate personal experiences to listening topics - Integrate information from multiple sources 	<p>Online practice: Unit 3</p>
<p>10 25 - 30 Oct.</p>	<p><u>Unit 7:</u> Is one road to success better than another?</p> <ul style="list-style-type: none"> - Listening 1: Changing Ways to Climb the Ladder A College Lecture (Business Management) - Listening 2: Life Experience Before College A Radio Program (Career Counseling) <p>Listening skills:</p> <ul style="list-style-type: none"> - Understand a speaker's bias to put information into perspective - Listen for examples to better understand general statements - Predict content - Listen for main ideas - Listen for details <p>Vocabulary:</p> <ul style="list-style-type: none"> - Use the dictionary to determine how formal or informal a vocabulary items is - Assess your prior knowledge of vocabulary 	<p>Unit 3 assignment: Narrating (personal story on becoming an adult)</p>

<p>11</p> <p>02- 07 Nov.</p>	<p><u>Unit 7: Is one road to success better than another?</u></p> <p>Speaking skills:</p> <ul style="list-style-type: none"> - Change the topic to move a conversation into a comfortable area - Talk about real and unreal conditions to speculate about choices - Take notes to prepare for a presentation or group discussion <p>Grammar:</p> <ul style="list-style-type: none"> - Simple, compound, and complex sentences <p>Pronunciation:</p> <ul style="list-style-type: none"> - Stress to highlight important words <p>Unit 7 assignment: Participate in a group discussion about qualifications of job applicants and arrive at a hiring decision (pre-task)</p> <ul style="list-style-type: none"> - Consider the Ideas - Prepare and speak <ul style="list-style-type: none"> o Gather ideas o Organize ideas 	<p>Homework 4: Written work</p>
<p>12</p> <p>09- 14 Nov.</p>	<p><u>Unit 7: Is one road to success better than another?</u></p> <p>Unit 7 assignment: Reach a group decision</p> <p>Critical thinking:</p> <ul style="list-style-type: none"> - Match personal qualities with career requirements - Evaluate alternative paths for personal growth - Classify information - Assess your prior knowledge of content - Relate personal experiences to listening topics - Integrate information from multiple sources <p><u>Unit 9: How can we maintain a balance with nature?</u></p> <ul style="list-style-type: none"> - Listening 1: Polar Bears at Risk A Report (Ecology) <p>Listening skills:</p> <ul style="list-style-type: none"> - Listening carefully to an introduction to prepare for upcoming information - Recognize vocabulary patterns in a listening passage - Listen for specific words and phrases to complete a transcript - Predict content - Listen for main ideas - Listen for details <p>Vocabulary:</p> <ul style="list-style-type: none"> - Assess your prior knowledge of Vocabulary 	<p>Online practice: Unit 7</p>

<p>13</p> <p>16-21 Nov.</p>	<p><u>Unit 9:</u> How can we maintain a balance with nature?</p> <ul style="list-style-type: none"> - Listening 2: The Effects of Oil-Spills A Lecture(Climatology) <p>Vocabulary:</p> <ul style="list-style-type: none"> - Assess your prior knowledge of Vocabulary - Add suffixes to change forms <p>Speaking:</p> <ul style="list-style-type: none"> - Use persuasive language to encourage positive attitudes toward your positions - Use reduced forms of pronouns and verbs to achieve proper tone - Take notes to prepare for a presentation or group discussion <p>Pronunciation:</p> <ul style="list-style-type: none"> - Reduced forms <p>Vocabulary:</p> <ul style="list-style-type: none"> - Add suffixes to change word forms - Assess your prior knowledge of vocabulary <p>Grammar:</p> <ul style="list-style-type: none"> - Relative clauses 	<p>Unit 7 assignment: Reporting decisions (selecting a job applicant)</p> <p>Homework 5: Written work</p>
<p>14</p> <p>23 - 28 Nov.</p>	<p><u>Unit 9:</u> How can we maintain a balance with nature?</p> <p>Unit 9 assignment: Role-play a meeting in which an opinion is presented and defended in order to persuade others (pre-task)</p> <ul style="list-style-type: none"> - Consider the Ideas - Prepare and speak <ul style="list-style-type: none"> o Gather ideas o Organize ideas <p>Unit 9 assignment: Persuading a group (task)</p>	<p>Unit 9 assignment: Argumenting (Maintaining balance with nature)</p>
<p>15</p>	<p><u>Unit 9:</u> How can we maintain a balance with</p>	<p>Online practice:</p>

<p>30 Nov. – 05 Dec.</p>	<p>nature?</p> <p>Unit 9 assignment: Persuade a group (task)</p> <p>Critical thinking:</p> <ul style="list-style-type: none"> - Determine cause and effects - Apply information about distant events to one's own circumstance - Assess your prior knowledge of content - Relate personal experiences to listening topics - Integrate information from multiple sources <p style="text-align: center;">Final Examination</p>	<p>Unit 9</p>
<p>16</p> <p>07-12 Dec.</p>	<p>Exam week</p>	

VIII. Bibliography

Freire, R. & Jones, T. (2011). *Q-Skills for Success: Listening & Speaking Skills 4*. Oxford University Press.

IX. Course Policies

1. **Attendance:** It is strongly advised to keep a record of the number of times absent to class as the permitted limit is 20% of the course or **11 hours**. Absences that are due to **sick leave or work** should be presented through *Servicios Académicos* within **the same week of the absence**. **Late submissions will not be taken into account.**
NB: Justified absences are not erased; they will be considered within the limit of 25% permitted (See Reglamento, Título III, Capítulo I, artículos 55 y 56).
2. **Punctuality:** Due to the nature of the subject, it is mandatory to arrive on time. **Once the class has started, students will have to wait until the second hour when the teacher allows it (See Reglamento, Título III, Capítulo I, artículo 54).**
3. **Materials:** The use of materials is mandatory as they represent the information source for lesson development.
4. **Assessment: 10-minute tolerance** will be given as a maximum for sitting the Midterm and Final exam it **(See Reglamento, Título III, Capítulo I, artículo 59).**

X. Lecturer

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