

Communication Skills

1. **Course number and name:** 020TCOES2 Communication Skills
2. **Credits and contact hours:** 2 ECTS credits, 1x1:15 contact hours per week
3. **Name(s) of instructor(s) or course coordinator(s):** Rana Bejjani / Ortanse Attarian Jabre / Najate Hokayem

4. **Instructional materials:**

- Robbins, S., Judge, T., Millett, B., & Boyle, M. (2011). Organisational Behaviour. 6th ed. Pearson, French's Forest, NSW p315-317.
- Schramm, W. (1954). How communication works. In W. Schramm (Ed.), The process and effects of communication (pp. 3–26). Urbana, Illinois: University of Illinois Press.
- Bovee, C & Thill, J, (2010). Business in Action plus, 6th ed. Prentice Hall.
- Grenu, J., Patterson, K., Maxfield, K., McMillon, R. & Switzler, A. (2013). Influencer, The New Science in Leading Change, 2nd ed. McGraw-Hill education.

5. **Specific course information**

a. **Catalog description:**

Communication is of high importance for an engineering student. Indeed, whether in academic or professional activities, transmitting information is a powerful tool for convincing and even influencing. Communication is unavoidable, but it includes many errors and risks to be avoided. Otherwise, the reception of the information may be disturbed and misunderstood. This course offers students the knowledge of essential basic rules of main ways of communication (written, verbal and non-verbal) and making them aware of the errors to be avoided.

b. **prerequisite:** None.

c. **Required** for CCE, EE, and ME students.

6. **Educational objectives for the course**

a. **Specific outcomes of instruction:**

- To understand the importance and stakes of communication.
- To be aware of basic rules in communication, to apply them, and avoid errors.
- To be able to use the three communication channels (written, verbal and behavioral) with efficiently and to optimize them.
- To reinforce and exploit own skills as an author and speaker.

b. **PIs addressed by the course:**

PI	3.1	3.2
Covered	x	x
Assessed	x	x

7. Brief list of topics to be covered

Part 1: Written Communication: content and visual aspect

- How to write technical documents and reports (practical work sessions, training, final year project, engineering activity...): rules for figures and graphs, axis labelling and units, tables, citations and references...
- How to design a presentation for a defense?
- How to organize and write a CV.
- How to write a motivational letter (unsolicited application / targeted application in response to an advertisement)?
- How to write a professional email (subject, content, Cc and Bcc recipients, attached files rules).

Part 2: Verbal and non Verbal Communication

- How to verbally present an individual work or a teamwork with a slideshow: beginning and ending the presentation, using the slides efficiently, managing time and speech, optimizing speakers' alternation ...).
- How to adopt a proper posture during Q & A (audience and defender)?
- How to deal with job interviews.
- How to manage distant communication.