

## COURSE OUTLINE

<b>Department &amp; Faculty: Language Academy</b>	<b>Page: 1 of 5</b>
<b>Course Code: ULAB 3122/UHB 3022</b> (English for Workplace Communication) Total Contact Hours: 2 hours X 14 weeks (28 hours)	<b>Semester: 2</b> <b>Academic Session: 2015/2016</b>

**Lecturer** : Teaching Staff of Language Academy, UTM  
**Coordinator** : Pn. Jamiah Abdul Manaf ([jamiah@utm.my](mailto:jamiah@utm.my))  
**Room No.** : D05 321  
**Telephone No.** : 07-5531791

**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

Prepared by: Course Coordinator Name: Pn. Jamiah Abdul Manaf Signature:  Date: February 2016	Certified by: Course Panel Head Name: Pn. Nur-Al Huda Hashim Signature:  Date: February 2016
--	--

Nur-Al Huda binti Hashim  
 Academic Manager (Undergraduate)  
 Language Academy  
 UTM Johor Bahru

Department & Faculty: Language Academy	Page: 2 of 5
Course Code: ULAB 3122/UHB 3022 (English for Workplace Communication) Total Contact Hours: 2 hours X 14 weeks (28 hours)	Semester: 2 Academic Session: 2015/2016

### STUDENT LEARNING TIME

Teaching and Learning Activities	Student Learning Time (hours)
<b>Face to Face Learning (28 hrs)</b>	
a. Lecturer-Catered Learning	14
i. Lecture	
• Communicating Formally & Informally at Workplace	
• Oral Presentations & Visual Aids	
• Case Studies	
• Memorandum	
• Emails	
• Formal Letters	
• Notice of Meeting and Agenda	
• Meetings	
• Minutes of meeting	
b. Student-Catered Learning (SCL)	14
i. Practical/Tutorial	
ii. Student-centred learning activities	
• Library search	
• MyLine	
• Group discussions	
• Presentation practice	
• Conducting meeting practice	
• Minutes of meeting practice	
• In-class writing :	
- Memo/email	
- formal letter	
<b>Total</b>	<b>28</b>
<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.	18
b. Revision	18
c. Assessment Preparations (2 hours X 2)	4
<b>3. Formal Assessment</b>	
a. Ongoing Assessment	
i. Email	1.0
ii. Oral Presentation (30 mins X 7 groups )	3.5
iii. Notice of Meeting with Agenda	1.0
iv. Meeting (30 mins X 7 groups)	3.5
v. Minutes of Meeting	1.5
b. Final Exam	1.5

<b>Department &amp; Faculty: Language Academy</b>	<b>Page: 3 of 5</b>
<b>Course Code: ULAB 3122/UHB 3022</b> <b>(English for Workplace Communication)</b> <b>Total Contact Hours: 2 hours X 14 weeks (28 hours)</b>	<b>Semester: 2</b> <b>Academic Session: 2015/2016</b>

Total (SLT)	80/40 = 2
-------------	-----------

### TEACHING METHODOLOGY

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

### WEEKLY SCHEDULE

<b>Week 1</b>	<b>Introduction to the Course</b> Briefing on course content, mode of implementation, assessment Introduction to MyLine and review of grammar.
<b>Weeks 2 - 4</b>	<b>Workplace Socialising</b> 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)
<b>Weeks 5-6</b>	<b>Case Study and Meeting</b> <b>Input on Case Study</b> <b>Input on Memo, Notice of Meeting with Agenda, Meeting &amp; Minutes of Meeting</b> Unit 2 : Projects Unit 8: Working Together Unit 10: Facilities
<b>Weeks 7</b>	Unit 11: Decisions Unit 15: Performance
<b>Week 8</b>	<b>SEMESTER BREAK</b>
<b>Week 9 - 10</b> <i>Assessments on Notice of Meeting Agenda of Meeting Meeting Minutes of Meeting</i>	Unit 16: Success <b>Input on Oral Presentation &amp; Visual Aids</b> Unit 3: Services and Systems Unit 7: Security

<b>Department &amp; Faculty: Language Academy</b>	<b>Page: 4 of 5</b>
<b>Course Code: ULAB 3122/UHB 3022</b> <b>(English for Workplace Communication)</b> <b>Total Contact Hours: 2 hours X 14 weeks (28 hours)</b>	<b>Semester: 2</b> <b>Academic Session: 2015/2016</b>

**Weeks 11 - 12**

*Assessment on Oral Presentation*

Unit 12: Innovation

**Weeks 13-15**

*Assessment on E-mail*

**Documents and Correspondence**  
**Input on Email and Formal Letters**

**Weeks 16-17**

**Revision Week and Final Exam**

**TEXTBOOK**

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

**REFERENCES**

Beisler, F., Scheeres, H. & Pinner, D. (1993). *Communication Styles (2nd ed.)*.  
Ceshire: Longman.

Bovee, C. & Till, J. (2006). *Business Communication Essentials (2<sup>nd</sup> ed.)*.  
New Jersey: Pearson Education Inc.

Dignen, B. (1999). *English for Meetings*. UK: York Associates.

Dignen, B. (1999). *English for Presentations*. UK: York Associates.

Dwywer, J. (2007). *The Business Communication Handbook (7th ed.)*.  
Frenchs Forest, NSW: Pearson Education Ltd.

Gronbeck, B. E., McKerrow, R. E., Ehninger, D & Monroe, A. H. (1997). *Principles and 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.)*.  
New York: Pearson Education Inc.

Taylor, S. (2005). *Communication for Business: Practical Approach (4th ed.)*.  
Harlow, England: Pearson Education Ltd.

<b>Department &amp; Faculty: Language Academy</b>	<b>Page: 5 of 5</b>
<b>Course Code: ULAB 3122/UHB 3022 (English for Workplace Communication) Total Contact Hours: 2 hours X 14 weeks (28 hours)</b>	<b>Semester: 2 Academic Session: 2015/2016</b>

<b>No.</b>	<b>Assessment</b>	<b>Number</b>	<b>%</b>	<b>Total (%)</b>	<b>Week</b>
1	MyLine Activities (Individual)	2	5	10	4-14
2	Email (individual)	1	10	10	15
3	Notice of Meeting & Agenda (Individual)	1	10	10	9
4	Meeting (Individual)	1	15	15	10
5	Minutes of Meeting (Group)	1	10	10	11
6	Oral Presentation (Individual)	1	15	15	11-12
	Final Exam (Individual)	1	30	30	16
	Overall Total			100	