

Implementation plan Finished

Study unit	Professional Communication Skills (R0234), 5.0
Implementation	NIA1721: 2/2017-2018 (17.01.2018 - 15.06.2018)
Type	COMPETENCE IN ICT (A858)
Groups	Primary: NIA217SN Others :
Involved in the project	
Lecturers	Sebastian King
Number of participants	Minimum: Maximum:
Enrolment period	27.11.2017 08:00 - 08.12.2017
Main timing for implementation	On working days during daytime
Applicability	For exchange students: No For elective studies: No Open UAS student: Yes Suitable for virtual UAS: No
Teachers	King Sebastian (Other teacher)
Campus	Laurea Leppävaara
Main location for implementation	At the campus
Implementation method	Optima realization/student group Language: English Virtuality: 0 cr Integration of R&D: 0 cr
Implementation class	
Focus areas	Security, safety and social responsibility
Evaluation at the latest	15.07.2018 Storing of graded material ends.: 15.06.2019
Exam days	
Having completed the study unit the student is able to	The student is able to: • communicate as a professional in field#specific tasks and intercultural contexts • produce effective spoken and written texts using an appropriate style and register • demonstrate knowledge of essential terminology needed in working life • apply principles of interpersonal and organizational communication
Previous studies	
Learning objectives	The goals of the study unit are: • to become familiar with various communication models, strategies, concepts and styles and to gain insight into one's personal style • to understand the principles of effective spoken and written professional communication and to be able to apply these in typical work-related situations • to develop and consolidate knowledge of professional vocabulary • to share understanding of interpersonal and organisational communication • to practise skills of collaboration and interaction, discussion and debate
Contents	The study unit will contain work on the following themes: • Models of communication and concepts related to intercultural communication and communication style • Communication strategies in spoken and written communication • The use of verbal and non-verbal cues to build rapport in interpersonal communication • Strategies and techniques for communicating effectively and persuasively in presentations, meetings, negotiations, and service encounters • The use of style and register in spoken and written texts • Review of common business terms • Evaluating the effectiveness of corporate communications • Disseminating understanding of communication and professional concepts
Study material	Hartley, P. & Bruckmann, C. 2002. Business communication. London: Routledge. Munter, M. 2014. Guide to managerial communication: effective business writing and speaking. 10th edition. Upper Saddle River, N.J.: Pearson.