

**MURANGA UNIVERSITY OF TECHNOLOGY**  
**SCHOOL OF EDUCATION, HUMANITIES AND SOCIAL SCIENCES**  
**DEPARTMENT OF HUMANITIES**

**Unit code: PSY/CU/CO/BC/01/6 Unit Title: Communication Skills Competency**

**TVET COMMUNICATION SKILLS (COURSE OUTLINE – SEPTEMBER 2022)**

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**Purpose of the Course**

The purpose of this unit is to enable the student demonstrate competency in communication skills.

**Course Learning Outcomes**

At the end of the course, the learner should be able to:

1. Utilize specialized communication skills processes
2. Develop communication strategies
3. Establish and maintain communication pathways
4. Promote the use of communication strategies
5. Conduct interview
6. Facilitate group discussion
7. Represent the organization
- 8.

**Detailed course content**

<b>Week</b>	<b>Topic</b>	<b>Sub topic</b>
<b>1. (5<sup>th</sup> Sept)</b>	Introduction to communication.	Definitions of communication, importance of studying communication.
	Communication skills processes	Modes of communication Medium of communication Effective communication Barriers of communication Flow of communication Sources of information Organizational policies Requirements for written and electronic communication Report writing

		Workplace etiquette Ethical workplace communication practices Active listening Feedback Flexibility in communication Types of communication strategies Elements of communication
<b>2. (12<sup>th</sup> Sept)</b>	Communication Strategies	Dynamics of groups Styles of group leadership Openness and flexibility in communication Communication skills relevant to client groups
<b>3. (19<sup>th</sup> Sept)</b>	CAT 1	CAT 1
<b>4. (26<sup>th</sup> Sept)</b>	Communication Pathways	Types of communication Pathways
<b>5. (3<sup>rd</sup> Oct)</b>	Use of communication Strategies	Elements of communication strategies Effective communication techniques
<b>6. (10<sup>th</sup> Oct.)</b>	CAT 2	CAT 2
<b>7. (17<sup>th</sup> Oct)</b>	Interviews	Types of interview Establishing rapport Facilitating resolution of issues Developing action plans
<b>8. (24<sup>th</sup> Oct)</b>	CAT 3	CAT 3
<b>9. (31<sup>st</sup> Oct)</b>	Representing the Organisation	Presentation techniques Multi-media utilization in presentation Communication skills relevant to client groups
<b>10. (7<sup>th</sup> Nov)</b>	Group discussion	Dynamics of groups Styles of group leadership Presentation of information Encouraging group members participation Evaluating group communication strategies
<b>11 &amp; 12. (14<sup>th</sup> &amp; 21<sup>st</sup> Nov)</b>	EXAMINATIONS	EXAMINATIONS

## Mode of Delivery

The mode of delivery for this unit will be by lectures, discovery learning, problem-based learning, experiential learning, group-based learning, independent studies and e-learning.

## Instructional Materials / Equipment

White Board, Markers, Flip Chart, Handouts, LCD Projector, Computer, textbooks, e-materials.

## Course Assessment

Continuous Assessment Tests	40%
Final Examination:	60%
Total	100%

## Core reading materials for the course

1. APA style manual, 6th Edition: <http://www.apastyle.org/>
2. Bovée, Courtland L. (2016). *Business communication essentials: A skills-based approach*. New York: Pearson.
3. Leena, S. (2017). *Communication Skills*. New Delhi: Prentice Hall.

## Recommended reference material

### a) Textbooks

1. Greene, J. O. (2021). *Essentials of Communication Skill and Skill Enhancement: A Primer for Students and Professionals*. New York: Routledge.
2. Hargie, O. (Ed) (2019). *The Handbook of Communication Skills* (4<sup>th</sup> Ed). Milton Park: Taylor and Francis Group.
3. Specht, D. (2019). *The Media and Communication Skills Student Guide*. London: University of Westminster Press.

### b) Journals

1. College composition and communication
2. College English
3. Written communication

### c) e-materials

1. How to Improve your Communication Skills, with Key Resources  
<https://virtualspeech.com/blog/improve-communication-skills>
2. Communication skills <https://www.sfu.ca/human-resources/learning-development/online-learning1/communication-skills.html>
3. How to Develop Effective Verbal Communication Skills  
<https://virtualspeech.com/blog/verbal-communication-skills>