

WORKPLACE PROFESSIONAL COMMUNICATION SKILLS
MPU 3272

Week & Class	Date	Activity
1		WPCS Introduction and Grouping
2		Assessment discussion 1) Assignment 1: Letter Writing (10%) 2) Assignment 2: Presentation & Report (70%) 3) Assignment 3: E-cv (20%)
3		Verbal Communication & Presentation Skills
4		Presentation Topic 1 Communication at workplace 1: Interpersonal communication and barriers to communication
5		Presentation Topic 2: Non-verbal communication: Body language, posture, gesture, proxemics, kinesics and semiotics
6		Presentation Topic 3: Workplace Language Skills 1: Listening skills, assertiveness, effectiveness working in group
7		Ex-Internship Student Forum
SEM BREAK		
8		Presentation Topic 4: Job Interview
9		Presentation Topic 5: Workplace language skills 2: Email etiquettes, handling calls, taking and relaying instructions
10		Presentation Topic 6: Managing Workplace Relationship: Peer interaction, cultural awareness, body language and social awareness
11		Resume Workshop (Template)
12		E-cv presentation (E-cv uploaded in Teams to be watched & evaluated in class)
13		E-cv presentation (E-cv uploaded in Teams to be watched & evaluated in class)
14		Final Class