

Workplace Professional Communication Skills

REPORT & PRESENTATION (70%)

The Requirements

This module will prepare students to actively participate in workplace by developing their basic skills of reading, writing, speaking and listening. The module will prepare students to meet the demands of English proficiency, professional communication, presentation skills and active participation at workplace.

At the end of this activity you are able to demonstrate the ability to effectively communicate ideas through writing and speaking.

You are expected to work in teams of **not** exceeding 8-9 in a group. The group will be required to **present and write report on one topic** listed below to complete your assignment. Each group will have 1 hour to complete the presentation.

Topics:

1) *Communication at workplace:*

Analyse the interpersonal communication and barriers to communication and highlight the importance of those areas in workplace. Make a **critical analysis** supported by journal articles and research findings (at least five journals needed for the assignment). Your group also required to reflect the content of this topic by **conducting group activities**. Also, prepare **10 questions (Multiple Choice Question in Microsoft Forms)** to evaluate the class understanding on the above topic, based on your presentation.

2) *Non-Verbal communication:*

Elaborate types of non-verbal communication and analyse the importance of non-verbal communication at workplace. Make a **critical analysis** supported by journal articles and research findings (at least five journals needed for the assignment). Your group also required to reflect the content of this topic by **conducting group activities**. Also, prepare **10 questions (Multiple Choice Question in Microsoft Forms)** to evaluate the class understanding on the above topic, based on your presentation.

3) *Workplace language skills 1:*

Describe the significance of language skills and particularly highlight the ways to improve listening skills. Furthermore, critically discuss assertiveness and effectiveness working in groups and ways to develop those skills for the benefit of workplace communication. Make a **critical analysis** supported by journal articles and research findings (at least five journals needed for the assignment). Your group also required to reflect the content of this topic by **conducting group activities**. Also, prepare **10 questions (Multiple Choice Question in Microsoft Forms)** to evaluate the class understanding on the above topic, based on your presentation.

4) *Face to face Job interview:*

Critically analyse job interview session and specifically highlight the do's before, during and after face-to-face interview session. Make a **critical analysis** supported by journal articles and research findings (at least five journals needed for the assignment). Your group also required to reflect the content of this topic by **conducting group activities**. Also, prepare **10 questions (Multiple Choice Question in Microsoft Forms)** to evaluate the class understanding on the above topic, based on your presentation.

5) ***Online Job interview:***

Critically analyse job interview session and specifically highlight the do's before, during and after online interview session. Make a **critical analysis** supported by journal articles and research findings (at least five journals needed for the assignment). Your group also required to reflect the content of this topic by **conducting group activities**. Also, prepare **10 questions (Multiple Choice Question in Microsoft Forms)** to evaluate the class understanding on the above topic, based on your presentation.

6) ***Workplace language skills 2:***

Highlight methods and etiquettes in handling emails and calls in the workplace. Also, discuss ways of taking and relaying instructions in workplace. Make a **critical analysis** supported by journal articles and research findings (at least five journals needed for the assignment). Your group also required to reflect the content of this topic by **conducting group activities**. Also, prepare **10 questions (Multiple Choice Question in Microsoft Forms)** to evaluate the class understanding on the above topic, based on your presentation.

7) ***Managing Workplace Relationship:***

Critically analyse the workplace relationships. Furthermore, elaborate peer interaction, cultural awareness, body language and social awareness applicable in work environment. Also, highlight current issues associated with these elements in workplace. Make a **critical analysis** supported by journal articles and research findings (at least five journals needed for the assignment). Your group also required to reflect the content of this topic by **conducting group activities**. Also, prepare **10 questions (Multiple Choice Question in Microsoft Forms)** to evaluate the class understanding on the above topic, based on your presentation.

8) Describe what is workplace management skills and how is it important to our life, as an employee and employer. Also, highlight what is problem solving and critical thinking and give two situations which needs problem solving skills and critical

thinking. Make a critical analysis supported by journal articles and research findings (at least five journals needed for the assignment). Your group also required to reflect the content of this topic by conducting group activities. Also, prepare 10 questions (Multiple Choice Question in Microsoft Forms) to evaluate the class understanding on the above topic, based on your presentation.


- 9) Describe what is professional work ethics and how does it impact the character of an employee and employer. Present two issues in relation to work ethics and how to avoid practicing it in the future, as an employee. Make a critical analysis supported by journal articles and research findings (at least five journals needed for the assignment) on your perception on the current practice of work ethics at your institution (university). Your group also required to reflect the content of this topic by conducting group activities. Also, prepare 10 questions (Multiple Choice Question in Microsoft Forms) to evaluate the class understanding on the above topic, based on your presentation.

The number of pages required for the assignment shall be within 8-15 pages (excluding appendix). Your team is required to submit the written documentation according to the activity conducted. In any case, make the activity enjoyable for yourself and the class.

Each member of the group **must contribute**.

Assessment Criteria:

You will be assessed as follows:

<i>i.</i>	<i>Documentation</i>	<i>– 50%</i>
<i>ii.</i>	<i>Presentation (Individual Assessment)</i>	<i>– 30%</i>
<i>iii.</i>	<i>Continuous assessment</i>	<i>– 20%</i>
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		<i>Total = 100%</i>  <i>70%</i>
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Documentation Requirement and Marking Scheme (50 %)**I. COVER PAGE**

Cover page should include group name, tp number, intake and your group topic.

II. TABLE OF CONTENT

The table of contents should follow the title page. It must list the Roman numeral sections and the page on which each section starts. The table of contents may be single-spaced and may be one or more pages long. The table of contents page(s) will not be numbered.

III. ABSTRACT (5 MARKS)

One-page description of the report which highlights the key content areas, the purpose, and relevance of your report analysis. The function of the abstract is to outline briefly all parts of the report.

IV. INTRODUCTION (5 MARKS)

A clear introductory discussion on the content of the chosen topic. Generally, discuss the reason for writing this report and outline the contribution of the report.

V. CONTENT (30 MARKS)

Based on the topics given, divide your content into 5 areas. These 5 areas must be discussed with evidences that also reflect critical analysis of that topic as defined in the topic you have chosen.

Allocation of marks for your content are listed below in table:

Listing of 5 areas of your topic	5 points x 2 marks	10 marks
Listing of 5 areas of your topic with evidence (2 marks each for point and 2 marks for discussion with evidence)	5 points x 4 marks	20 marks

Listing of 5 areas of your topic with evidence and critical analysis (2 marks each for point and 2 marks for discussion with evidence and 2 marks for critical analysis)	5 points x 6 marks	30 marks
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VI. CONCLUSION (5 MARKS)

A general conclusion on the issue discussed and your group's opinion on the findings.

VII. FORMAT OF REFERENCES (5 MARKS)

All the references used in the assignment should be given in this page and must be in APA style.

VIII. APPENDIX

An appendix is optional. Include in the appendix any exhibit appropriate to the written entry but not important enough to include in the body; these might include sample questionnaires used, newspaper articles, general background data, etc.

Individual Presentation Requirement: (30 marks)

(This section is individually assessed)

All group members should play an equal part in the presentation. All members of the group should be prepared to answer questions on any aspect of the presentation, and will therefore need to be familiar with the content of all group members. During the presentation, each member will be assessed on:

- Presentation skills
- Language proficiency
- Eye contact & pronunciation

* Refer to Individual Presentation Evaluation Form (V3.0:IPEF 15/8/18)

Individual Continuous Presentation: (20 marks)

Criteria of assessment:

Performance in continuous online assessment

Assignment Assessment Criteria

The criteria below details the areas, which will be taken into account when the assignment is marked. Each piece of assessed work will be awarded a percentage between 0 and 100%.

The grades awarded will be marked according to the following criteria:

75% +	This would be equivalent to a Distinction and would represent outstanding performance. The work should show a thorough understanding of the issue together with a high degree of analysis and critical evaluation.
65 – 74%	This will be equivalent to a Credit . This would represent extremely good work demonstrating an in depth understanding of material and sound analysis and conclusions.
50 – 64%	This would be equivalent to a Pass . Work in this category should demonstrate good application of the main Principles to the question set and provide a well-balanced view.
49 – 0%	This would represent a failure to pass, demonstrating a poor command of the knowledge of subject area combined with an inability to interpret the question.

Please pay particular attention to the following:

- The abstract should be no more than one page, but it should excite interest for a reader, other than the assessor, to read the whole.
- Ensure that the contents page precisely reflects the whole content of the report including the abstract and appendices.
- Page numbering: Ensure that the contents page accurately reflects the position of the contents. Page numbers prior to the 'introduction' should be roman numerals. From the introduction onwards page numbering should be Arabic.
- References should be listed according to the Harvard convention with the authors listed in alphabetical order.
- Authors should be accurately referenced within the report according to the Harvard convention.

If you have any problems with report formats, please do not hesitate to contact me at nurul.farhanah@apu.edu.my

*** All the Best ***