SIM Session 3, 2025
Subject Outline
MGNT102 - Professional Communication: Concepts and Practises

General Information

Subject Coordinator/Lecturer:	Ms. Jesslyn Lau
Email:	Jesslyn@uow.edu.au
Subject Moderator:	Dr Ping Kattiyapornpong
Email:	pingk@uow.edu.au
Credit Points:	6 credit points
Duration:	15 sessions
Lecture Times & Location:	Refer to SIM student portal.

Teaching Staff Additional Information

Please communicate with teaching staff through email or during tutorials / consultation times. In your email, please make sure you:

- Address the person appropriately ("Dear Dr. / Ms. / Mr. " etc.)
- Include your student number
- Include your full name
- Include your tutorial group

Subject Description

MGNT102 introduces the theory and practice of communication in social and professional settings, to develop competencies in a fundamental and important human practice which is also a valuable workplace skill. This subject focuses on culturally sensitive, respectful, ethical, and effective communication, personally and professionally, using a range of modes and environments. It examines and discusses cultural, organisational, and interpersonal communication processes, and incorporates practical professional skills including presentations and writing for focussed purposes such as academia and social media. Other concepts addressed, which assist in building relationships and understanding, are non-verbal communication, active listening, and feedback.

Subject Learning Outcomes

On successful completion of this subject, students will be able to:
1. Demonstrate communication foundations, contexts, and processes, and the skills required to be a culturally sensitive, respectful, and effective communicator
2. Apply information gathering processes and create effective messages
3. Analyse communication barriers and difficulties with a view to developing solutions to overcome them
4. Identify the significance of listening, non-verbal messages, and feedback, and apply them to communication practices
5. Apply interpersonal communication skills in a range of settings and understand key communication goals
6. Apply professional communication practices in effective oral, written, and technological formats.

Course Learning Outcomes

Course Learning Outcomes can be found in the Course Handbook.

Learning Platform

Learning Platform (Moodle) Subject Site

The University's Learning Platform uses Moodle as its Learning Management System, providing access to course materials, activities, and other Learning Platform systems. The Learning Platform (Moodle) subject site can be accessed via your SOLS page.

Recent Improvements

SCIT is committed to ongoing improvements and is constantly monitoring feedback from students and staff.

Expectations of Students

UOW values are intellectual openness, excellence and dedication, empowerment and academic freedom, mutual respect and diversity, recognition and performance. We will provide a safe, equitable and orderly environment for the University community, and expect each member of our community to behave responsibly and ethically (UOW Student Conduct Rules https://documents.uow.edu.au/about/policy/learning/index.html). We expect that students demonstrate these values and professional behaviour, both face to face and online, making genuine efforts to complete their studies successfully, arriving on time to class, taking part constructively in class discussions and activities, demonstrating appropriate professional and ethical conduct in all communication with UOW staff and community members, and submitting assignments on time (or completing a request for Academic Consideration in advance if needed).

Communication and eLearning Etiquette

Guidelines on the use of email to contact teaching staff, mobile phone use in class and information on the university guide to eLearning 'Netiquette' can be found at
https://www.uow.edu.au/student/learningcoop/software/emailetiquette/index.html

Cyber Bullying

The University is committed to providing a safe, respectful, equitable and orderly environment for the University community and expects each member of that community to behave responsibly and ethically. Students must comply with the University's Student Conduct Rules and related policies, including the IT Acceptable Use Policy and Bullying Prevention Policy, whether undertaking their studies face-to-face, online.

For more information on appropriate communication and etiquette in the online environment please refer to the guide Online and Email Etiquette or at https://www.uow.edu.au/student/learning-co-op/technology-andsoftware/email-etiquette/.

Topic Summary

Session No.	Topic
1	Introduction and overview Communication foundations
2	The writing process
3	Interpersonal communication part I
4	Interpersonal communication part II
5	Intercultural communication
6	Conflict management
7	Negotiation
8	Communication across the organisation
9	Team communication
10	Effective meetings
11	Oral presentations and public speaking
12	Communicating through visuals
13	Group Presentations in class
14	Group Presentations in class
15	Review and exam briefing

Lecture and Tutorial Sessions

The schedule provided below is subject to variation.

Session	Type	Topics Covered	Task Due
1 30 Jun	Lect	Subject structure, introduction and assignment briefings Communication foundations and models	Visit MGNT102 Moodle site for important information about this subject and assessment tasks Dwyer, chapter 1
2 02 Jul	Lect	The writing process	Dwyer 2021, chapters 18, 22 Moodle book - The writing process Note: Blog post 1 due 04 Jul
3 T01 03 Jul T02 04 Jul T03 04 Jul	Tut	Interpersonal Communication II	Dwyer 2021, chapter 2 You should have already familiarised yourself with Moodle and the MGNT102 subject outline and completed. Please ensure you have viewed the Week 1 lecture, and complete the blog post 1. Today's in-class activity will focus on Interpersonal Communication II
4 09 Jul	Lect	Interpersonal communication I	Dwyer 2021, chapter 2 & 3
5 11 Jul	Lect	Intercultural communication	Dwyer 2021, Chapter 5 Note: Blog post 2 due 11 Jul
6 T01 16 Jul T02 18 Jul T03 18 Jul	Tut	Conflict Management	Dwyer 2021, chapter 4 Please ensure you complete the Blog post 2. Today's in class activity will focus on Conflict Management.
7 23 Jul	Lect	Negotiation	Dwyer 2021, chapter 4 Note: Blog post 3 due 18 Jul
8 31 Jul	Lect	Communication across the organisation	Dwyer 2021, chapter 6 Note: Blog post 4 due 25 Jul
9 T01 30 Jul T02 01 Aug T03 01 Aug	Tut	Team Communication	Dwyer 2021, chapter 8 Please ensure you complete the Blog post 3 & 4. Today's in class activity will focus on Team Communication
10 01 Aug	Lect	Effective meetings	Dwyer 2021, chapter 8

11 05 Aug	Lect	Oral presentations and public speaking	Dwyer 2021, chapters 16 & 17
12 T01 06 Aug T02 07 Aug T03 06 Aug	Tut	Communicating through visuals	Dwyer 2021, chapters 16 & 17 Today's in class activity will focus on Communicating through visuals.
13 13 Aug	Lect	Group Presentations in class	Assignment II: Group Presentations
14 15 Aug	Lect	Group Presentations in class	Assignment II: Group Presentations
15 T01 20 Aug T02 21 Aug T03 18 Aug	Tut	Review and exam briefing	Review and exam briefing

Lecture and tutorial dates are subject to change. Kindly refer to SIMConnect regularly for the most updated schedule.**Method of Presentation**

The subject will be presented as a series of lectures and tutorials.

Students must be aware that they are responsible for their own learning. Students must prepare adequately for lectures and tutorials in order to properly digest the material presented in those forms. Students are expected to undertake private study in order to fully understand and integrate all the material covered in this unit.

Lecture notes and other subject resources will be available from the subject's Moodle site, which can be accessed via the `SOLS' link on the page http://www.uow.edu.au/student/index.html. **These notes may not include some of the examples and explanations given in lectures**.

From time to time important messages regarding changes and/or additions to assessment details will be posted to this site. Any messages posted will be deemed to have been communicated to all students enrolled in the subject. It is the student's own responsibility to check the website regularly for any such information.

Attendance Requirements - Participation, Contribution and Engagement during Lectures/Tutorials/Seminars/Workshops
Students are expected to engage in all learning activities, including any online learning activities, and participate in scheduled tutorials/seminars/workshops in order to achieve the Subject Learning Outcomes.

For subjects with an assessable engagement component: Students are expected to attend all classes and need to participate regularly to pass the class engagement components of the assessment in this subject.

Tutorials /seminars /workshops are used to promote an atmosphere in which students can learn by active engagement. Students unable to attend a seminar due to serious or extenuating circumstances may apply for Academic Consideration, see: http://www.uow.edu.au/about/policy/UOW058721.html

Textbook
The required text for MGNT102 is Dwyer, J., 2021, Communication for Business and the Professions: Strategies and Skills, 7th edition, Pearson, Sydney.

Textbook details are available online from the University Bookshop at https://unishop.uow.edu.au/

Limited copies (hard copy) of the textbook are also available at the SIM Tay Eng Soon Library.

Additional Reading

- Asian Journal of Communication (AJC)
- Business and professional communication quarterly
- Information, Communication and Society
- International Journal of Business Communication
- International Journal of Business, Economics and Management
- Journal of Intercultural Management
- Journal of Business and Social Review in Emerging Economies

This is not an exhaustive list of references. Students should also use the library catalogue and databases to locate additional resources.

References

- Berkland, M.K. and Buxbaum, A.G. (2023) *Intercultural Communication for the global business professional* [Preprint]. doi:10.4324/9781003298199.
- Cavaletti, S. *et al.* (2021) 'The role of Emotional Intelligence in project success, mediated by the management of conflict, Communication and Trust', *International Journal of Business, Economics and Management*, 8(5), pp. 372–389. doi:10.18488/journal.62.2021.85.372.389.
- Coven, M.B. (2022) *Writing on the job: Best practices for communicating in the Digital age*. Princeton: Princeton University Press.
- Dai, X. and Chen, G.-M. (2022) *Conflict Management and intercultural communication* [Preprint]. doi:10.4324/9781003252955.
- Folger, J.P., Poole, M.S. and Stutman, R.K. (2021) *Working through conflict: Strategies for relationships, groups, and organizations*. New York, NY: Routledge.
- Getchell, K. (2022a) 'Spotlight on a thought leader in Business Communication: Joanne Yates—business communications' own standard-bearer', *International Journal of Business Communication*, 59(4), pp. 669–672. doi:10.1177/23294884221115602.
- Getchell, K. (2022b) 'Spotlight on a thought leader in Business Communication: Joanne Yates—business communications' own standard-bearer', *International Journal of Business Communication*, 59(4), pp. 669–672. doi:10.1177/23294884221115602.
- Nazia Jahangir, Aasima Safdar and Beenish Zaheen (2021) 'Impact of communication climate on conflict management styles among employees', *Journal of Business and Social Review in Emerging Economies*, 7(1), pp. 63–68. doi:10.26710/jbsee.v7i1.1554.
- Normore, A.H., Javidi, M. and Long, L.H. (2019) *Handbook of Research on Strategic Communication, leadership, and Conflict Management in modern organizations*. Hershey, PA: Business Science Reference, an imprint of IGI Global.
- Zastavenko, V.A. (2022) 'Communications in business conflict', *Uchenye zapiski St. Petersburg University of Management Technologies and Economics*, (1), pp. 82–89. doi:10.35854/2541-8106-2022-1-82-89.

Students are also encouraged to use the library catalogue and databases to locate additional resources as required.

These readings/references are recommended only and are not intended to be an exhaustive list. Students are encouraged to use the library catalogue and databases to locate additional readings.

Using Generative Artificial Intelligence (GenAI)

GenAI technology (such as ChatGPT or Microsoft Co-pilot) is reshaping the University experience worldwide. UOW is committed to embracing GenAI as a tool to enhance learning experiences and develop vital work-readiness skills. However, misuse or use of GenAI in assessments where prohibited constitutes academic misconduct (as specified by University Policy).

It is important that students check if GenAI is permitted for each assessment task and how it is to be used and acknowledged. Please read the student guidance available on how to use GenAI ethically and critically, equally recognising its capabilities and limitations. For example:

- Generative AI is not a substitute for decision-making: GenAI should complement, not replace, your critical thinking and decision-making skills.
- Output quality depends on prompts: The quality of GenAI outputs is influenced by prompting. Poorly constructed or unclear prompts may generate outputs that are incorrect.
- Fact verification is essential: GenAI outputs can be fabricated, presenting inaccurate information or contain harmful bias. Verify all GenAI outputs against reliable sources.
- Protect data and copyright: Many GenAI technologies collect information in ways that breach privacy and data protection provisions, particularly where the source material is confidential or subject to copyright. Please check the Terms and Conditions of GenAI technologies and if unsure, contact UOW Copyright Guidance. Learn more about how to access UOW secured GenAI tools here.
- Transparency in use: Where required, you must acknowledge GenAI use, including providing prompt histories and detailing how GenAI was utilised.
- Thoughtful and appropriate application: Be mindful of when and how to use GenAI tools. Assess its appropriateness for each use, and refrain from use when not suitable. If you have any questions, please contact your Subject Coordinator.

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Assessment Summary

This subject has the following assessment components.

Assessment Item	Form of Assessment	Percentage of Final Mark	Group/Individual	Due Date
Assessment 1	Blog	30%	Individual	See below
Assessment 2	Presentation	30%	Group	Session 13 - 14
Assessment 3	Exams	40%	Individual	Refer to SOL and SIMConnect

ASSESSMENT 1	Reflective Blog Entries	
Due Date	**On Wordpress:**	

Blog Posts	Comments
04 Jul 2025	06 Jul 2025
11 Jul 2025	13 Jul 2025
18 Jul 2025	20 Jul 2025

	25 Jul 2025 | 27 Jul 2025 Final submission time: 6:00pm **On Moodle:** 29 Jul 2025 Final submission time: 6:00pm
Format	Type-written, Digital format
Weighting	30%
Length	Minimum 400 words for each entry, not including referencing
Task Details	You will be required to maintain a WordPress blog throughout the course, where you will reflect on the topics and theories you have learned. During this period, you will also share your blog with your classmates and are expected to read and comment on at least one classmate's blog for each post. You will write a total of four blog posts each a minimum of 400 words, and a comment of 100 words, responding to your peers' blogs. After completing all four blog posts and comments, you will need to fill up and submit the **Blog Post Template on Moodle** as part of your final submission. This assessment has been set up to be checked by Turnitin, a tool which helps you check whether you have referenced correctly. You can submit your assessment task to Turnitin prior to the due date and Turnitin will give you an originality report. You may then make any changes that may be required and resubmit your final version by the due date. Please refer to the assignment I brief on Moodle for full details.
Assessment Criteria	Blogs will be assessed in terms of their design, content and quality of engagement.
Submission	1.) WordPress and on 2.) Moodle

ASSESSMENT 2	**Presentation**
Due Date	Presentation: Sessions 13 - 14 (TBC)
Format	Presentation: On Site
Weighting	30%
Task Details	Using the knowledge gained from the Conflict Management and Negotiation Skills module, students will work in groups of 5 to deliver a 15-minute presentation. The 15-minute presentation will include a 3-minute video and a discussion of their research findings. Please refer to the assignment II brief on Moodle for full details. Group formation and presentation sign-ups will take place in class. During this session, each group will select a country from a provided list and begin planning their project. This includes deciding how they will communicate on campus, assigning roles to each member, and setting internal timelines. All groups must be ready to present in Sessions 13 - 14.
Assessment Criteria	Content, quality of engagement, group work and delivery.

Submission	Class Presentation, presentation slides and a 3-minute video

ASSESSMENT 3	Final Exam
Due Date	Refer to SOL/SIMConnect
Weighting	40%
Length	2 hours
Assessment Criteria	Section A – MCQ Section B – Case Study Analysis
Submission	Exam Conditions

Extensions

Extensions of time to submit material for assessment can only be requested in advance of the due date for an assessment activity through the Academic Consideration process on SOLS. For more information, please refer to the Student Academic Consideration Policy at: http://www.uow.edu.au/about/policy/UOW058721.html

Notes on Assessment

Submission via email is NOT acceptable. In the absence of an approved request for Academic Consideration in the form of an extension, assessment tasks must be submitted in line with the assessment instructions. Late submissions will attract a penalty of 25% of the assessment mark per day, including weekends. Work more than three days late will be awarded a mark of zero.

Use of material that is not your own work must be acknowledged. This also covers work which may be the product of community effort by several students.

Note: Plagiarism will not be tolerated.

To be eligible for a Pass in this subject, a student must achieve a mark of at least 50% (e.g. 30/60) in the exam. Failure to meet this requirement will result in a TF (Technical Fail) grade being given if the overall subject mark is 50% or higher.

Minimum Performance Requirements
Where a Technical Fail is given the following applies:
   a) Failure of the subject;
   b) a TF without a mark will be granted;
   c) a TF will be presented on the student's academic transcript;
   d) The allocated mark of 49 will be used as the WAM calculation for subjects at all levels.

Students should note that UOW policy equates 1 credit point with 2 hours of study per week that includes lectures and tutorials /workshops /practical. For example, in a 6 credit point subject, a total of 12 hours of study per week is expected.

Retention

The university may retain copies of student work in order to facilitate quality assurance of assessment processes, in support of the continuous improvement of assessment design, assessment marking and for the review of the subject. The University retains records of students' academic work in accordance with the University Records Management Policy and the State Records Act 1988 and uses these records in accordance with the University Privacy Policy and the Privacy and Personal Information Protection Act 1998.

Scaling

Marks awarded for any assessment task (including examinations) may be subject to scaling at the end of the session by the School Assessment Committee (SAC) and/or the Faculty Assessment Committee (FAC). Marks may be scaled in accordance with University policy. Scaling will not affect any individual student's rank order within their cohort. For more information refer to Standards for Finalisation of Student Results https://www.uow.edu.au/about/policy/UOW039331.html.

Academic Integrity

The University's Academic Integrity Policy, faculty moodle sites and subject guides clearly set out the University's expectation that students submit only their own original work for assessment and avoid plagiarising the work of others or cheating. Re-using any of your own work (either in part or in full) which you have submitted previously for assessment is not permitted without appropriate acknowledgement. Plagiarism can be detected and has led to students being expelled from the University.

The use by students of any website that provides access to essays or other assessment items (sometimes marketed as 'resources'), is extremely unwise. Students who provide an assessment item (or provide access to an assessment item) to others, either directly or indirectly (for example, by uploading an assessment item to a website), are considered by the university to be intentionally or recklessly helping other students to cheat. Uploading an assessment task, subject outline or other course materials without express permission of the University is considered academic misconduct and students place themselves at risk of being expelled from the University.

Students should visit the following University website and become familiar with the University's policy on plagiarism https://www.uow.edu.au/about/policy/UOW058648.html

Plagiarism Prevention

The Faculty of Business and Law has introduced an e-learning module which aims to orientate you with the knowledge and resources to:
- avoid problems related to plagiarism
- develop your capacity to integrate evidence into your arguments
- reference correctly.

The online module is openly available for use by students at **any stage** in their degree. You are **strongly encouraged** to use the module to help in assessing the academic integrity of your written work. The module can be accessed via https://moodle.uowplatform.edu.au/course/view.php?id=5679

Referencing

The Author-Date (Harvard) referencing system should, unless otherwise specified for a particular assessment (check Details of Assessment Tasks), be utilised. A summary of the Harvard system can be accessed on the Library website at: http://uow.libguides.com/refcite.

Additional Assessment Information

Further information on assessment items is available on Moodle.

UOW Grade Descriptors

The UOW Grade Descriptors are general statements that communicate what our grades represent, in terms of standards of performance, and provide a frame of reference to ensure that assessment practice across the University is appropriate, consistent and fair. Grade Descriptors are expressed in general terms so that they are applicable to a broad range of disciplines. Grade Descriptors are available here https://www.uow.edu.au/student/exams/results/. For more information on the UOW grade descriptors refer to the Teaching and Assessment: Assessment and Feedback Policy:

https://documents.uow.edu.au/about/policy/alphalisting/UOW222910.html

Assessment Learning Outcome Matrix

Learning Outcomes	Measures - Assessment weighting		
	Individual Blog (30%)	**Group Presentation (30%)**	**Final Exams (40%)**
Explain the foundations of communication, its contexts, processes and the skills required to be an effective, culturally sensitive and humane communicator	✓		✓
Analyse communication barriers and difficulties with a view to developing solutions to overcome them	✓	✓	✓
Identify the significance of listening, non-verbal messages and building relationships in communication	✓	✓	✓
Plan how to manage, mediate and resolve conflicts in Communication		✓	✓
Demonstrate an understanding of the use of specified information and communication technologies	✓	✓	✓

Additional Information

This outline should be considered in conjunction with policy documents available through the University of Wollongong website. Those policies are subject to revision.

Please see the additional documentation provided with this subject outline.