

Week 2:

- A. Introduction to professional communications (Employment Communications)**
- B. Interpersonal communications**

AIM

This workshop is designed to:

- (a) Make students review the preliminary theoretical knowledge about communications presented in lectures, and give them an opportunity to apply it to a specific example of professional communication, namely job applications (Part A)
- (b) Provide an opportunity for students to observe and identify various techniques to achieve effective interpersonal communication (Part B)

OBJECTIVES

By the end of this session, you will have:

- 1. have a better understanding of how theoretical knowledge about communications can be applied in the context of professional communication,
- 2. understand how to compose a standard cover letter for job application, and
- 3. have presented, shared and critically evaluated their outcomes (cover letters) with each other.
- 4. observed and identified various aspects of interpersonal communication that affects its effectiveness,
- 5. made appropriate critiques to improve it further, both in terms of approach and techniques.

PART A.1: CVs / Resumes

Class Discussion (~15 mins):

- What are the theoretical foundations of communication and how can they be applied in the context of so-called “employment communications”, that is job application?
- Consider the samples CVs (for a new IT graduate) provided on moodle – why one of them is more effective than the other? what makes the well written CV effective?

Online resources

- How to write a resume/CV :
<https://www.monash.edu.au/students/career-connect/apply-for-a-job/resumes.html>

Post-tutorial Task: write your own CV, which must be submitted as part of your eFolio.

PART A.2: Cover Letters

Group Activity: Your tutor will organise you into groups of 4.

The 2 Google New Graduate job advertisements, originally advertised on (now not available via link) <http://www.google.com.au/intl/en/jobs/students/tech/fulltime/australia/>, **now available on Moodle** (one for an “Associate Product Manager”, one for “IT Support Technician”).

- 1. Your group must create a draft cover letter to go with an application for the job advertisement, assuming that a Monash FIT graduate is doing the applying. (~15 mins)
- 2. Your group must give a presentation to the class where you discuss and justify your decisions for the format, wording and mode of their cover letter.
 - a. Prepare your presentation (5 minutes): You should display the letter using the projector. What points do you want to make about the letter? How will different members of the group present to the class
 - b. Give presentation (5minutes). You should include:
 - i. How the group decided the overall structure of the letter
 - ii. How the group came up with wording, expression and language used
 - iii. What kind of discussion the group had with their tutor in the process
 - c. Listen to the presentations given by other groups. Do their cover letters differ much from your group’s letter? Did these groups approach the task differently from the way your group did?

Online resources

- How to write a cover letter : “Guide: how to Write a Cover Letter” plus <https://www.monash.edu.au/students/career-connect/apply-for-a-job/cover-letters.html>
- Get feedback from the “experts” on their CVs and cover letters: <https://www.monash.edu.au/students/career-connect/apply-for-a-job/feedback.html> - although this is not required in this unit, you are encouraged to use this service when you begin your job hunting.`
- <http://www.goinglobal.com/>

Post-tutorial Task: Each student should individually personalise their group’s cover letter, so that it is a cover letter for your application, and therefore the cover letter contents should be aligned with the contents of your CV. The revised cover letter must be submitted as part of their eFolio.

PART B: Communication Exercise

Group Activity: You will work in the same group of 4 as for the previous activity.

Two students will have a conversation (2-3 minutes), while the other two students will be the observers.

One person will play the role of employer, another the role of applicant. The other two group-members will observe. The interviewer will create two questions based on the criteria listed in the job advertisement, while the interviewee will prepare to answer any questions based on the cover letter created by the group.

The employers/applicants will then conduct the mock-interview (this should take 2-4 minutes). While the interview is conducted, the observers will observe both the employer and applicant, making notes in regards to employer’s and applicant’s:

- Tone
- Mannerisms; and
- Quality of questions/responses

Once the interview is concluded, the observers should give feedback based on their notes and the group should discuss what behaviours would contribute to effective and efficient communications in the above aspects.

You will then repeat the process, so that each student has a turn at being in the conversation, and observing.