



**FAKULTI PENDIDIKAN DAN PEMBANGUNAN MANUSIA**

<b>PROGRAM</b>	<b>Diploma Pendidikan Awal Kanak-Kanak</b>
<b>COURSE NAME</b>	<b>Professional Communication</b>
<b>COURSE CODE</b>	<b>EAP 3013</b>
<b>CREDIT HOUR</b>	<b>3</b>
<b>SYNOPSIS</b>	This course is a compulsory subject for the Diploma Pendidikan Awal Kanak-Kanak (DPAKK). This subject is intended to equip the students on the skills to communicate effectively in workplace situation.
<b>COURSE STRUCTURE</b>	
<b>CHAPTER</b>	<b>TOPICS</b>
<b>1</b>	<b>INTRODUCTION TO COMMUNICATION</b> 1.1 Definition and the Different Types of Communication in a Workplace Setting 1.2 Methods of Communication (Oral, Written and Body Language) 1.3 Barriers in a Communication 1.4 Introduction to Networking 1.5 Intercultural Communication
<b>2</b>	<b>SOCIAL LANGUAGE</b> 2.1 Interact in a formal and informal job-related situation properly 2.2 To start, maintain and end a conversation effectively
<b>3</b>	<b>TELEPHONING SKILLS</b> 3.1 Converse Effectively in a Telephone Conversation 3.2 Handling Difficult Calls 3.3 Making Appointments and New Arrangements Successfully
<b>4</b>	<b>INTRODUCTION TO ORGANISATION</b> 4.1 Definition of an Organisation 4.2 Structures in an Organisation 4.3 Job Description 4.3 Product and Service Descriptions
<b>5</b>	<b>EMPLOYMENT MESSAGE</b> 5.1 Job Hunting 5.2 Cover Letter and Resume Writing 5.3 Interviews



	5.4 Follow-Ups
<b>6</b>	<b>MEETINGS</b> 6.1 Chairing Skills 6.2 Participating Skills 6.3 Memo and Agenda 6.4 Minutes of Meeting
<b>7</b>	<b>PRESENTATION SKILLS</b> 7.1 Good Presentation
<b>REFERENCES</b>	<ol style="list-style-type: none"><li>1. Patricia, S., Hilton, C. 2012. Teach Yourself in a Week: Successful Cover Letters. Hodder Arnold.</li><li>2. Patricia, S., Hilton, C. 2012. Teach Yourself in a Week: Successful Job Hunting. Hodder Arnold.</li><li>3. Patricia, S., Hilton, C. 2012. Teach Yourself in a Week: Successful Job Applications. Hodder Arnold.</li><li>4. Angeline Ranjethhamoney Vijayarajoo, Ramesh Nair, Sujatha Menon. 2008. 2<sup>nd</sup> Ed. Workplace English. Malaysia.: Pearson Prentice Hall</li></ol>