



FAKULTI PENDIDIKAN DAN PEMBANGUNAN MANUSIA

PROGRAM	DIPLOMA PSIKOLOGI KAUNSELING
COURSE NAME	Professional Communication
COURSE CODE	DPC 3013
CREDIT HOUR	3
SYNOPSIS	This course consists of five main components: Social Language, telephoning skills, employment messages, interviews and meetings. This course introduces and integrates all of the above to assist students communicate in a workplace setting, help them to prepare documents before attending job interviews, write memo, conduct meetings and prepare the minutes. The course stresses the language use in the teaching of these components.
COURSE STRUCTURE	
CHAPTER	TOPICS
1	Introduction to Communication 1.1 Methods of Communication 1.1.1 Define what is communication including the key stages in a communication cycle 1.2 Barriers to Communication 1.3 Introduction to Networking 1.3.1 Explain about the function of networking 1.3.2 Clarify the types of communication flow 1.3.3 Explain the characteristics of effective organisational communication 1.4 Intercultural Communication 1.4.1 Define what is culture and to acknowledge it 1.4.2 Clarify how to communicate effectively across cultures
2	Social Language 2.1 Explain the techniques on how a person can apply to have conversation with others 2.1.1 How to start a conversation 2.1.2 How to maintain a conversation 2.1.3 How to end a conversation
3	Telephoning Skills 3.1 Explain the purposes and advantages / disadvantages of doing business over the telephone 3.2 Clarify the techniques and etiquettes of using the telephone 3.2.1 Outgoing Calls 3.2.2 Incoming Calls



4	<p>Introduction to an Organisation</p> <p>4.1 Explain about the elements in the organization</p> <p>4.2 Clarify how to make description based on the specific elements:</p> <p>4.2.1 Organisation Structure</p> <p>4.2.2 Job Description</p>
5	<p>Introduction to Product & Service Description</p> <p>5.1 Clarify how to make description based on the specific elements:</p> <p>5.1.1 Product Description</p> <p>5.1.2 Service Description</p> <p>5.2 Understanding the elements needed to describe the product/service of the company</p>
6	<p>Employment Message</p> <p>6.1 Justify the strategies that a person should have in order to get a good job</p> <p>6.1.1 Job Hunting</p> <p>6.1.2 Job Application Letters</p> <p>6.1.3 Resume / CV</p>
7	<p>Interview Sessions</p> <p>7.1 Introduction to set of basic questions asked during interviews</p> <p>7.2 Do's and Don'ts during an Interview</p> <p>7.3 Job Interview Follow-Ups</p>
8	<p>Meetings</p> <p>8.1 Explain on how to conduct an effective meeting</p> <p>8.2 Introduction to skills during an interview:</p> <p>8.2.1 Chairing Skills</p> <p>8.2.2 Participation Skills</p> <p>8.3 Do's and Don'ts during a meeting</p>
9	<p>Memos & Minutes of Meeting</p> <p>9.1 Explain the documentations needed before and after a meeting</p> <p>9.1.1 Memo / Agenda</p> <p>9.1.2 Minutes of Meeting</p>
10	<p>Processes and Procedures</p> <p>10.1 Justify the differences between processes and procedures</p> <p>10.2 Explain how to identify and describe process or procedures</p>
11	<p>Presentation Skills</p> <p>11.1 Clarify the techniques that help a person make an effective presentation</p>
12	<p>ASSESSMENTS</p> <p>12.1 Social Language – Role plays</p> <p>12.2 Employment Messages – Resume Writing & Mock Interview</p> <p>12.3 Meetings – Memo & Minutes</p>



References:	<ol style="list-style-type: none">1. D, Quillen. 2014. The Perfect Resume: Resumes That Work in the New Economy Resume That Will Get You Inside the Door!. Cold Spring2. MacManus, Sean. Townsend, John. 2014. Interviewer's Pocketbook. Management Pocketbooks.
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