



FAKULTI TEKNOLOGI & KEJURUTERAAN (FTK)

PROGRAM	Diploma in Information Technology (System Support) (DITSS)
COURSE NAME	Professional Communication
COURSE CODE	EAP 4323
CREDIT HOUR	3
SYNOPSIS	Professional Communication is designed for students who have completed the English language foundation courses (as offered in Semester 1 to Semester 3). It focuses on interactions in job-related situations ranging from general to less-formal to specific and formal ones. Tasks and activities suggested for each situation are discipline based. This course enables students to use the language appropriately, accurately, and effectively in the four language skills of reading, writing, listening and speaking. Thus, the course focuses on the process rather than the end product.
COURSE STRUCTURE	
CHAPTER	TOPICS
1	INTRODUCTION TO COMMUNICATION 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
2	SOCIAL LANGUAGE 2.1 Interact in a formal and informal job-related situation properly 2.2 To start, maintain and end a conversation effectively
3	TELEPHONING SKILLS 3.1 Converse Effectively in a Telephone Conversation 3.2 Handling Difficult Calls 3.3 Making Appointments and New Arrangements Successfully
4	INTRODUCTION TO ORGANISATION 4.1 Definition of an Organisation 4.2 Structures in an Organisation 4.3 Job Description 4.3 Product and Service Descriptions
5	EMPLOYMENT MESSAGE



	5.1 Job Hunting 5.2 Cover Letter and Resume Writing 5.3 Interviews 5.4 Follow-Ups
6	MEETINGS 6.1 Chairing Skills 6.2 Participating Skills 6.3 Memo and Agenda 6.4 Minutes of Meeting
7	PRESENTATION SKILLS 7.1 Good Presentation
REFERENCES	<ol style="list-style-type: none">1. Patricia, S., Hilton, C. 2012. Teach Yourself in a Week: Successful Cover Letters. Hodder Arnold.2. Patricia, S., Hilton, C. 2012. Teach Yourself in a Week: Successful Job Hunting. Hodder Arnold.3. Patricia, S., Hilton, C. 2012. Teach Yourself in a Week: Successful Job Applications. Hodder Arnold.4. Angeline Ranjethhamoney Vijayarajoo, Ramesh Nair, Sujatha Menon. 2008. 2nd Ed. Workplace English. Malaysia.: Pearson Prentice Hall