| **No.** | **Information on Course** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 9. | Objective(s) of Course :  To provide knowledge and understanding the importance of professional development and people skills | | | | | | |
| 10. | Course Learning Outcomes:  At the end of this course, student will be able to:   * Demonstrate the importance of grooming, presentation and body language. * Demonstrate good listening, speaking and understanding and interpersonal communication skills. * Demonstrate self-confidence and work as a team player. * Explain the importance of customer care and techniques of handling customer dissatisfactions * Practices good communication and interpersonal skills | | | | | | |
| 11. | Transferable Skills:  Disciplinary and “Sub-disciplinary” Knowledge: Students demonstrate their basic knowledge and comprehension in these topics.  Communication: Students demonstrate their ability to present, discuss and defend views effectively through spoken and written language.  Quantitative Analysis: Students demonstrate their ability to apply quantitative analytical processes to solving problems.  Critical Thinking: Students demonstrate their capacity for inquiry, abstract logical thinking, inductive and deductive reasoning and critical analysis in understanding and implementing concepts and theories.  Group Participation: Students should demonstrate their ability to work with, influence and lead others, organize and delegate tasks, motivate and develop people and withstand and resolve conflict.  Problem Solving: Students demonstrate their ability to identify and solve unstructured problems in unfamiliar settings and to apply problem-solving skills to real world problems  Ethics in Decision Making: Students demonstrate their ability to identify, reason and seek resolution of ethical issues.  Practical Applications: Students demonstrate their understanding of the practical applications of principles and theories through working with applied information technology problems and projects.  Interdisciplinary: Students demonstrate their ability to apply a synthesis of different disciplines when solving problems. | | | | | | |
| 12. | Teaching-learning and assessment strategy:  The teaching methods consist of both teacher-centred and student-centred. The teacher-centred method includes dialogue and discussions with the students while delivering the lectures. The two-ways communication will enable the students to grasp and to appreciate the core elements of the course. The lectures are delivered through a collection of multimedia resources supported by video and audio equipment’s. The lecture materials are provided to make it easier for the students to follow through the class.  The student-centred method involves classroom activities such as group discussion and presentation, role play and hands-on activities. The students will be required to prepare in advance in order to contribute ideas, opinions and construction suggestions during discussion. Each of the students has a chance to express their thoughts and ideas through presentation, perform ‘role play’ to share experience on how things should be done. | | | | | | |
| 13. | Synopsis:  This module aims to help student to comprehend the concept of professional development, people skills, interpersonal communication, handling customer complaints and projecting self-confident. | | | | | | |
| 14. | Mode of Delivery:  Lectures, group discussion & assignment | | | | | | |
| 15. | Assessment Methods and Types:  Mid Term Test - 20%  Assignment - 20%  Quiz - 10%  Final Examination - 50% | | | | | | |
| 18. | Content outline of the course/module and the SLT per topic | | | | | | |
| **Topic** | | **Learning Outcomes** | **Face to Face** | | | **SL** | **TLT** |
| **L** | **T** | **P** |  |  |
| **SMILE YOUR WAY TO SUCCESS**   * Getting to know you. * Smile your way to success. * Why smile? * What is smiling? * Types of smiles. * The power to see ourselves. * How do we see ourselves? * Self-concept. | | 1,4,5,6 | 4 |  |  | 4 | 8 |
| **COMMUNICATION SKILLS**   * Stages of communication. * Think for yourself. * Consider your real goals. * Know your audience. * Plan ahead. * Stay focused. * Be still. * Make eye contact. * Be authentic. | | 1,4,5,6 | 5 |  |  | 5 | 10 |
| **PACKAGING YOURSELF**   * Package yourself well. * Grab attention. * Get advice. * Qualities that characterize promotable executives. * Social skills. * Social skills difficulties. | | 1,4,5,6 | 4 |  |  | 4 | 8 |
| **TEAM COMMITMENT AND BRAIN STROMING TECHNIQUES**   * What does it look like? * Where to start? * Stages of team development. | | 1,4,5,6 | 3 |  |  | 3 | 6 |
| **VISDUAL CONFIDENCE**   * Introduction. * Rules of confidence. * Your style. * Eyewear guide. * Lifestyle. * Vocal advantage. * The introduction and handshakes. | | 1,4,5,6 | 4 |  |  | 4 | 8 |
| **BUSINESS ETTIQUETTE**   * Business and thank you cards. * The Tiffany Theory. * Crossing cultures. * Dressing. | | 1,4,5,6 | 3 |  |  | 4 | 7 |
| **CUSTOMER CARE**   * Why is quality service importance? * Importance of providing good customer care. * Positive guide to superior service. * Why success in customer relation is importance to you? | | 1,4,5,6 | 4 |  |  | 5 | 9 |
| **RAISING THE BAR IN CUSTOMER SERVICE**   * Quotable quotes. * What id service? * 4Ps of a winner. * 4Ps of service. * Service with heart. * 5 components of service with a heart. | | 1,4,5,6 | 5 |  |  | 6 | 11 |
| **EFFECTIVE PRINCIPLES OF HANDLING COMPLAINTS**   * Effective principles of handling complaints. * Managing an unhappy guest situation. * Exceeding customer’s expectations. | | 1,4,5,6 | 3 |  |  | 4 | 7 |
| **WHAT IS THE SERVICE PROVIDER’S REAL CHALLENGE?**   * Dealing with ourselves. * Empathy. * Reading people. | | 1,4,5,6 | 3 |  |  | 4 | 7 |
| **ENHANCE YOUR PUBLIC IMAGE: HEALTH PUBLIC IMAGE**   * Living a healthy lifestyle. * Maintain your physical health. * Healthy habits. * Grooming for a better you. * How to introduce people. * Adopt a positive attitude. * 10 tips on how to acquire a positive attitude. * Send a positive attitude to others. | | 1,4,5,6 | 4 |  |  | 5 | 9 |
|  | | | 42 |  |  | 48 | 90 |
| **Student Learning Time Report** | | | **Face to Face** | | | **SL** | **TLT** |
| Lecture | | | 42 | | | 48 | 90 |
| Assignment | | | 3 | | | 6 | 8 |
| Quiz | | | 2 | | | 6 | 8 |
| Mid Term Test | | | 2 | | | 3 | 5 |
| Final Examination | | | 3 | | | 6 | 9 |
| **Total Notional Hours** | | | **51** | | | **69** | **120** |
| **Credit Hours** | | | **3** | | | | |
| Main references supporting the course:   * Wallace, H. R. & Masters, A., (2010), *Personal Development: For Life and Work*, Melbourne, Victoria: South Western / Thompson Learning.   Additional references supporting the course:   * Sabath, A. M. (2010), *Business Etiquette: 101 Ways to Conduct Business with Charm and Savvy*, (3rd ed.), Franklin Lakes, NJ: Career Press. * Cottell, S. (2010), *Skills for Success: The Personal Development Planning Handbook*, Basingstoke and Palgrave Macmillan. * Throop, R, K. (2009), *Reaching Your Potential: Personal and Professional Development*, (4th ed), Wadsworth Publishing | | | | | | | |