## COURSE CODE: CSK 1101

## COURSE NAME: UNI-WIDE COMMUNICATION SKILLS

This is a first year first semester paper to be offered by all students in the University.

**Course description**

This course provides students with skills of effective communication. These include Writing and Speaking skills (Productive) and Listening and Reading skills (Receptive). The course aims at enabling students to appropriately and clearly communicate in their daily activities and with others in a professional manner.

**Course objective:**

* Equip students with effective language skills (Listening, Reading, Speaking and Writing) in the different communication situations.
* Improve the communication competencies of students
* Improve students ability to collect and synthesize information
* Enhance the art of critical thinking when the students communicate in a professional setting and other settings
* Provide students with knowledge and skills to utilise the Library and other education resources.

**Course assessment:**

* Extended coursework essay}
* Group presentation} = **30%**
* Test}
* Final Comprehensive Examination **= 70%**

**(**End of Semester)

**Instruction methods:**

* Lectures
* Case Studies
* Group Discussion and Class Presentations
* Activity Research Work

# Course Outline

# Introduction

* What is communication?
* Importance/Role/Function of Communication
* The Basic communication Process
* How the four basic skills of language use relate to effective communication
* Elements and forms of effective communication
* When communication breaks down, the consequences/implications

# The Listening Skill

* Introduction and Objectives of the Listening Skill
* What is effective listening
* The social/cultural contexts of listening
* Coping with different accents and dialects (1st language conditioning), rapid speech, using paralinguistic cues in listening
* Listening problems and their sources
* Attitudes to develop for effective listening
* Barriers to effective listening and solutions

# The Speaking Skill

* An Introduction to Speaking
* The importance of Speaking/Public Speaking
* Guidelines for public speaking and presentation
* Barriers to Effective Speaking
* Non-verbal communication and Public Speaking
* Persuasion and negotiation

# Speeches

**Types of speeches**

**Speech Preparation**

* Choosing a Topic / Subject
* Audience Analysis
* Preparation of Speech Notes and aids

**Patterns of Organisation**

* Speech delivery
* Discussions, Seminars and Tutorials
* How to lead a discussion
* How to participate in a discussion

**Conducting Meetings/ Tutorials**

* Meeting Document
* Committee members and roles
* Participating in Meetings

**Telephone Etiquette**

* What to say when receiving a call
* Taking a message

# Interviews

* Types of Interviews
* Preparation, Participation and Conducting Interviews
* Skills for Interviewer and Interviewee

# The Writing Skill

* Introduction to Writing

**The Writing Process**

* + - Preparation
    - Drafting
    - Revising
    - Editing and Proof reading

**Writing Sub skills**

* + - Spelling
    - Punctuation
    - Sentence construction
    - Paragraphing

**Principles of Scholarly Writing**

* + - Patterns of Development / Types of Essays
    - Plagiarism
    - Citation of Sources
    - Referencing and Bibliography

**Functional Writing Contexts**

* + - Writing about Employment: Application, Recommendation, Acceptance letters, Curriculum Vitae (CV),
    - Other Business Letters, Emails
    - Memorandum (Memos)
    - Report writing
    - Writing Minutes

# The Reading and Study Skills

* Objectives and methods of reading
* What is effective reading?
* Reading for specific purposes/ Types of reading
* Developing good reading habits
* Reference and Library skills
* Searching for information, collecting and summarising information
* Note taking and note making
* Handling questions: essay, objective and structured questions
* Reading and Interpreting graphical and pictorial data.
* Faulty reading habits
* Preparation for examinations
* Strategies for passing exams
* During examination period: Do’s and Don’ts

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