

Kingdom of Saudi Arabia

Al Baha University

Faculty of Administrative and Financial Sciences

Business Administration

COURSE SPECIFICATION

Business Communication Skills

16011202

2015

Course Specification

Institution	Al-Baha University
College/Department:	Faculty of Administrative and Financial Sciences Business Administration

A Course Identification and General Information

1. Course title and code:	Business Communication Skills (16011202)
2. Credit hours:	3
3. Program(s) in which the course is offered. (If general elective available in many programs indicate this rather than list programs)	Business Administration
4. Name of faculty member responsible for the course:	Dr. Salih Mohammad Abulgasim
5. Level/year at which this course is offered	2 nd level / 1st Year
6. Pre-requisites for this course (if any)	
7. Co-requisites for this course (if any)	
8. Location if not on main campus	

B Objectives

<p>1. Summary of the main learning outcomes for students enrolled in the course.</p> <p>This course is designed to help students become more effective communicators in the following areas: verbal and written communications and corresponding technologies utilized in business; interviewing (employment, counselling, appraisal); interpersonal relationships (problem solving, listening, negotiating, etc.); group work (problem solving, meeting management, leadership); presentational speaking (to train, explain, and persuade).</p>
<p>2. Briefly describe any plans for developing and improving the course that are being implemented. (eg increased use of IT or web based reference material, changes in content as a result of new research in the field)</p> <p>A variety of instructional methods may be used depending on content area. These include but are not limited to: lecture, multimedia, cooperative/collaborative learning, labs and demonstrations, projects and presentations, speeches, debates, and panels, conferencing, and performance. Methodology will be selected to best meet student needs.</p>

C. Course Description (Note: General description in the form to be used for the Bulletin or Handbook should be attached)

1 Topics to be Covered		
Topic	No of Weeks	Contact hours
Introduction	1	3
Basic Concepts and Communication Systems	1	3
Interviewing Principles	1	3
Employment Interviewing	1	3
Interviewing cont., Language and listening	1	3
Group Communication	1	3
Writing Messages	2	6

Negotiating and Problem Solving	1	3
Presentational Speaking and Persuasive Speaking	2	6
Presentational and Persuasive Speaking Projects	4	12

2 Course components (total contact hours per semester):			
Lecture: 45	Tutorial: Varies	Practical/Fieldwork/Internship: None	Other: None

3. Additional private study/learning hours expected for students per week. (This should be an average for the semester not a specific requirement in each week) None

<p>4. Development of Learning Outcomes in Domains of Learning</p> <p>For each of the domains of learning shown below indicate:</p> <ul style="list-style-type: none"> • A brief summary of the knowledge or skill the course is intended to develop; • A description of the teaching strategies to be used in the course to develop that knowledge or skill; • The methods of student assessment to be used in the course to evaluate learning outcomes in the domain concerned.
<p>a. Knowledge</p> <p>(i) Description of the knowledge to be acquired</p> <p>Upon completion of course, student will identify primary sources of business communications to be utilized in appropriate business situations; identify awareness of business protocol; identify various theories and practices of effective business reporting; identify various ethical differences in the global business environment.</p>

<p>(ii) Teaching strategies to be used to develop that knowledge</p> <p>The basic instructional method will consist of interactive lecture, class discussion, and hands-on learning through class participation.</p>
<p>(iii) Methods of assessment of knowledge acquired</p> <p>The student is required to respond to topic-related discussion questions after every chapter. These questions will be provided weekly. Grading of responses will be based on content and general to specific knowledge of information covered. Although a specific length is not mandated, responses should be well thought out and add value to the class discussion.</p> <p>Assignments and examination questions will consist of problem-solution and objective type questions and will be derived from text and lecture material and class handouts.</p>
<p>b. Cognitive Skills</p>
<p>(i) Cognitive skills to be developed</p> <p>Upon completion of course, student will demonstrate clear, concise, and correct oral and written business communications; demonstrate effective oral presentation skills; apply written and oral concepts involved in developing job materials and successful interviewing; demonstrate ability to negotiate and problem-solve using effective and appropriate oral communications.</p>
<p>(ii) Teaching strategies to be used to develop these cognitive skills</p> <p>The basic instructional method will consist of interactive lecture, class discussion, and hands-on learning through class participation.</p>
<p>(iii) Methods of assessment of students cognitive skills</p> <p>Weekly assessments and examinations will each consist of multiple choice, short answer, and/or essay questions in order to evaluate the student's understanding of the basic concepts, terms, processes, and issues covered in the course. These items will consist of problem-solution and objective type questions. Assignments and examination questions will be derived from text and lecture material and class handouts.</p>
<p>c. Interpersonal Skills and Responsibility</p>
<p>(i) Description of the interpersonal skills and capacity to carry responsibility to be developed</p> <p>Students will integrate processes of thinking, communication, leadership, and management in order to apply interpersonal relationships knowledge and skills.</p>

Students will also learn to evaluate effectiveness of communication processes, demonstrate leadership that encourages participation and respect for the ideas, perspectives, and contributions of group members; apply management, decision-making, and problem solving processes to accomplish tasks and fulfill responsibilities; examine interrelationships among thinking, communication, leadership, and management processes to address individual, family, community, and workplace issues. Students will develop and demonstrate ethical behavior that is appropriate for the business professional in today's society.

(ii) Teaching strategies to be used to develop these skills and abilities

The basic instructional method will consist of interactive lecture, class discussion, and hands-on learning through class participation.

(iii) Methods of assessment of students interpersonal skills and capacity to carry responsibility

Student's contributions to the topic-related discussions will be assessed by instructor who will lead, oversee, and/or facilitate class discussions. Instructor will assess students ability and willingness to apply standards of ethical behaviour when making judgments or taking personal actions and demonstrate effective listening and feedback.

d. Communication, Information Technology and Numerical Skills

(i) Description of the skills to be developed in this domain.

Upon completion of course, student will be able to differentiate the different data bases used for business environment; utilize technological strategies for gathering information; develop persuasive formal business reports; define and utilize proper use of e-mail within business environment

(ii) Teaching strategies to be used to develop these skills

The teaching strategies are lecture, discussion and problem solving oriented. Students will be encouraged to ask questions and provide comments as considered appropriate.

(iii) Methods of assessment of students numerical and communication skills

The student is required to respond to topic-related discussion questions after every chapter. These questions will be provided weekly. Grading of responses will be based on content and general to specific knowledge of information covered.

Assignments and examination questions will consist of problem-solution and objective type questions and will be derived from text and lecture material and class handouts.

e. Psychomotor Skills (if applicable) Not Applicable
(i) Description of the psychomotor skills to be developed and the level of performance required
(ii) Teaching strategies to be used to develop these skills
(iii) Methods of assessment of students psychomotor skills

5. Schedule of Assessment Tasks for Students During the Semester			
Assessment	Assessment task (eg. essay, test, group project, examination etc.)	Week due	Proportion of Final Assessment
1	Quizzes	1-12	10%
2	Short Assignments	10-12	10%
3	Mid exam	7	30%
4	Final Examination	17	50%

D. Student Support

<p>1. Arrangements for availability of faculty for individual student consultations and academic advice. (include amount of time faculty are available each week) Instructor will be available for student consultation and academic advice on office hours. Additional assistance by appointment only</p>

E Learning Resources

<p>1. Required Text(s) Business Communication Today, Courtland L. Bovee, John V.Thill, Person</p>
<p>2. Essential References Geffner, Andrea B. <i>Business English</i>. 4th ed. Hauppauge, NY: Barron's Educational Series, Inc., 2004.</p>
<p>3- Recommended Books and Reference Material (Journals, Reports, etc) (Attach List) Fortune Magazine Forbes Magazine Barons The Economist Business Week Wall Street Journal</p>

Harvard Business Review Human Resource Management Journal International Journal of Human Resource Management Personnel Review People Management Oxford English Dictionary <u>or</u> Collins Dictionary <u>and</u> a Thesaurus.
4. Electronic Materials, Web Sites etc www.esl-lab.com http://www.oup.com/elt/global/products/headway/ http://www.m-w.com/
5- Other learning material such as computer-based programs/CD, professional standards/regulations Not Required

F. Facilities Required

Indicate requirements for the course including size of classrooms and laboratories (ie number of seats in classrooms and laboratories, extent of computer access etc.)
1. Accommodation (Lecture rooms, laboratories, etc.) Classes will be held in classroom and business computer lab and will accommodate approximately twenty-five (25) students
2. Computing resources Not Required
3. Other resources (specify --eg. If specific laboratory equipment is required, list requirements or attach list) Not Required

G Course Evaluation and Improvement Processes

1 Strategies for Obtaining Student Feedback on Effectiveness of Teaching Evaluations of performance and teaching effectiveness will be administered to the students at the end of the course. A questionnaire will be used in order to determine appropriateness of communication of course expectations (learning objectives), communication of course requirements (e.g., assessment), student perception of the quality of classroom teaching, adequacy of assessment feedback, and accessibility of learning resources and support.
2 Other Strategies for Evaluation of Teaching by the Instructor or by the Department Evaluations will be conducted by colleagues of the instructor who have expertise in the course/discipline. Evaluations will result from information obtained through classroom visits and review of course materials and instructional contributions.

<p>3 Processes for Improvement of Teaching</p> <p>Instructor will conduct evaluations from a number of sources including, but not limited to, student questionnaires, peer reviews, department focus groups, and self-evaluations. Instructor will collect and respond to feedback on their teaching from colleagues, peers, and students on a continual basis. Instructor and department will utilize a systematic approach to evaluate information obtained from feedback to make appropriate improvement of teaching that is firmly based on professional practices.</p>
<p>4. Processes for Verifying Standards of Student Achievement (eg. check marking by an independent faculty member of a sample of student work, periodic exchange and remarking of a sample of assignments with a faculty member in another institution)</p> <p>To help instructor review the extent of the students achievement, a mid-course and end of course rating scale will be utilized in an effort to survey goals for student learning. Based on the survey results, instructor will collect data to verify student's perceived strengths and weaknesses. The purpose of collecting evidence of student achievement is to help to establish baseline data to monitor improvements in student learning over time. A summary of a description of students' current levels of achievement of will be provided to student upon completion. Conference between instructor and student will be available, upon request, to discuss students' achievement review</p>
<p>5 Describe the planning arrangements for periodically reviewing course effectiveness and planning for improvement.</p> <p>Periodic focus groups will be conducted by instructor, faculty of the department, and department administrators to critique appropriateness of learning outcomes, content choice and concurrency, teaching and assessment methods, match between all of the above.</p>

Faculty In charge
Dr.Salih Mohammad Abulgasm

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Dr. Qasim Ahmed Alawaqleh

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Dr. Najeeb Al Mater

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