



THE CYPRUS INTERNATIONAL INSTITUTE OF MANAGEMENT
COURSE UNIT DESCRIPTION

Course Unit Title	Communication Skills	
Course Unit Code	HR535	
Type of Unit	Core	
Level of Course Unit	Second cycle	
Year of Study	First / Second year	
Semester	On Demand	
Number of ECTS Credits	3.0 ECTS	
Class Contact Hours	14	
Minimum Learning Effort (In Hours)	56	
Course Unit Objectives	The objective of this course is to expose students to best practices in order to apply and develop advanced communication skills.	
Learning Outcomes	On completion of this course students are expected to be able to:	
	CILO 1	Develop advanced verbal and non-verbal communication skills essential in culturally diverse and individually differential settings.
	CILO 2	Develop active listening and observational skills.
	CILO 3	Develop constructive feedback skills.
	CILO 4	Plan, prepare and deliver an effective business presentation.
Name of Lecturer(s)	Dr. Jacquie Drake	
Mode of delivery	Face to Face	
Prerequisites or corequisites	None	
Course Content	1. Communications exercise	CILO 1,2,3
	2. A framework for communications	CILO 1
	3. Essential skills for communicating with others in an international environment	CILO 2,3
	4. Communications styles	CILO 1,3
	5. Planning a presentation	CILO 4
	6. Presentation skills	CILO 4
	7. Feedback skills	CILO 3
	8. Delivering a presentation	CILO 4
	9. Course summary and assignment setting	CILO 2

Recommended or required reading	<p><u>Textbooks:</u> Mullins, L.J. (2007). <i>Management & Organisational Behaviour</i>, Chapter 6 (8th ed.).Harlow, England: FT Prentice Hall, Pearson Education Ltd</p> <p><u>Further reading:</u> Back, K. (2005). <i>Assertiveness at work</i>. London: McGraw-Hill Jay, R. (2003). <i>How to write proposals & reports that get results</i>. Harlow, England: Pearson Business Maude, B (2011). <i>Managing Cross-Cultural Communication</i>. Principles and Practice, Basingstoke, England: Palgrave Macmillan, Oliver, R. & Janni, N. (2004). <i>Peak performance presentations</i>. London: Spiro Press Patterson, K. et al (2002). <i>Crucial Conversations: tools for talking when stakes are high</i>. New York: McGraw Hill Rodenburg, P. (2007). <i>Presence</i>. London: Penguin Seligman,M.E.P. (2006). <i>Learned Optimism</i> New York: Vintage</p> <p><u>Videos:</u> Cuddy. A. (2012) <i>Your Body Language Shapes Who You Are</i> https://www.youtube.com/watch?v=Ks-Mh1QhMc Duarte,N. (2010) <i>The Secret Structure of Great Talks</i> https://www.youtube.com/watch?v=1nYFpuc2Umk#t=18 Pease, A. (2012) <i>Body Language</i> http://www.youtube.com/watch?v=yq7ddpnY-2o</p>
Planned learning activities and teaching methods	Lectures; in-class discussions and debates; team work; presentations; peer evaluation; peer-to-peer instruction; questionnaire analysis; networking activities; “live” project.
Assessment methods and criteria	15% Individual presentation – assessed by peers 15% Assessment of peers – written comments assessed by instructor 70% Individual assignment
Language of Instruction	English
Work Placement(s)	Not applicable