

Communication Skills

Why communication skills?

A communication skills course is not just an important material for university students, but a crucial one to the success of every human being in this life. Man, from birth, is in the process of constant communication with others and leaves either a positive or negative impression according to his abilities and effective communication skills in situations that arise.

Human communication cannot be left to spontaneous conditions without development or improvement. The principles and basics must be learned, skills should be developed, and concepts must be planted and cared for. The communication skills course aims to prepare students for their lives at university and in the workplace by teaching them the necessary skills to understand themselves and others.

The communication skills course discusses the tools and means of human communication and focuses on providing students with the knowledge, skills, and behaviors needed for the transfer of ideas and feelings; or the positive interaction to receive the messages of others.

The course also aims to make sure that a graduate has mastered the basics of communication skills that are necessary to enter the workplace and achieve success in it and is aware of the requirements and basic skills of presentation and speaking at public events.

The components of the communication skills course are as follows:

- 1 - Description of the communication skills course.
- 2 - Overall objectives of the course.
- 3 - Specific objectives of the course.
- 4 - Main chapters of the course.
- 5 - Detailed contents of each chapter

Description of the Course:

The communication skills course aims to equip the students with the knowledge of the concepts and theories in the field of human communication, improve their basic skills in communicating with themselves and others, and to strengthen their practice in daily life by using serious methods depending on varied and effective training and evaluation. Therefore, the course has been designed as a training portfolio for the student that takes into account the selection of the tools that increase the student's understanding and absorption using appropriate illustrations, exercises, enrichment applications, which are considered as essential components of the course and a measure of the student's mastery of the required skills.

General Objectives:

- 1 - Familiarize the students with the concept of human communication; theories and dimensions; and its role in the success of the individual on personal, social, and practical levels.
- 2 – Make sure that The student acquires the necessary skills of the effective communication with himself and others in social and formal settings.
- 3 - Teach the student how to apply these skills in various life situations.

Detailed Objectives of the Course:

- 1 - Introduce students to the process of human communication in terms of its concept, importance, and components, and to identify the characteristics of communication and its different types of obstacles.

2 - Provide students with the necessary skills that will help them present themselves and their ideas in a more effective way.

3 - Provide students with the skills and capabilities that enable them to listen to good speakers.

4 - Identify the methods of reading and improve students' reading skills.

5 - Help the students to develop and improve the skills of non-verbal communication.

6 - Acquire, develop, and improve the skills of dialogue and persuasion as a university student.

7 - Identify the patterns and means of communication in the workplace and the communication skills that are effective in this environment.

Major Units of the Course:

Unit I: Introduction to Communication

Unit II: Receiving Skills

Unit III: Sending Skills

Unit IV: Non-verbal Communication

Unit V: Dialogue and Persuasion Skills

Unit VI: Communication in the Workplace

Detailed Contents of each Unit:

Unit I:

Concerned with understanding the communication process, analysis, knowledge of components and elements to improve and develop communication, as well as understanding human communication; starting from communicating with the self, understanding and appreciating it.

Unit II:

Receiving skills in communication, i.e., listening to others; methods and types of reading; how to choose the best way when reading; and how we practice these skills.

Unit III:

Sending Skills which include speaking effectively; telephone etiquettes; presentation skills; writing skills together with its modern tools; and the use of e-mail.

Unit IV:

Teaching the student how to communicate non-verbally; the importance of this type of communication; and the tools and how they can be effective to promote the messages that he wants to send or understand.

Unit V:

Dialogue and persuasion skills, including the concept of dialogue, its importance; types; etiquette; patterns of speakers; and how to deal with them. It also includes the skills to manage dialogue; persuasion's concepts; types, patterns, and skills.

Unit VI:

Communication in the workplace, including the skills for applying for a job, resume writing; and skills in the workplace which include understanding the relationships and its types; communication within the team; management of meetings; skills of written communication; interpersonal skills; and communication problems in the workplace.