

Course Title and Code	IT362 Communication skills& Ethics Issues
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I. **Course Identification and General Information:**

Course Title	Communication skills & Ethics Issues	Course Code	IT362	Pre-requisite	
Department	Information Technology	Course Level	6	Credit Hours	2(2+0)

II. **Course Description/Topics:** The following course topics will be covered.

- Introduction to communication process
- The importance of communication
- Introduction to skills and goals of communication
- Types of communication
- Writing for business etiquette rules for email messages, correspondence letters, progress and activity reports
- Communication and leading at work
- Using verbal and nonverbal messages
- Listening and responding
- Overcoming listener barriers
- Adapting to differences: personality, culture and gender
- Cultural contexts powerful and powerless language
- Relating to others at work, understanding types of relationship at work
- Interviewing principles and skills. Interview types
- Collaborating in teams. Elements of team work, characteristics of effective teams.
- Enhancing team meetings, preparing for meetings

III. **Course Outcomes:** Summary of the main learning outcomes for students enrolled in the course.

- Define communication and describe why communication is important
- Define the leadership qualities and how to be an excellent leader
- Acquaint the importance of listen effectively.
- interpret and explain their knowledge
- demonstrate interpersonal and impersonal skills
- identify and describe six approaches to leadership
- Articulate their presentations.
- interview people of high profiles
- apply their theoretical knowledge about communication skills
- Decide proper selection of words for the concerned audience.
- Adapt different cultures. like high or low context cultures
- Manage interviews as an interview and interviewer
- Present their cv in a professional way
- Implement the strategies of supportive communication
- Overcoming listener barriers

IV. **Required Text:**

- Business and professional communication, Steven A. Beebe, Timothy P. Mottet, Pearson first /E 2010

V. **References:**

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