Prifysgol **Wrecsam**
Wrexham University

Module specification

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Module Code	FY311
Module Title	Professional Communication in the Workplace
Level	3
Credit value	20
Faculty	SLS
HECoS Code	101278
Cost Code	GAHW

Programmes in which module to be offered

Programme title	Is the module core or option for this programme
Faculty of SLS Integrated Foundation Year	Optional

Pre-requisites

None

Breakdown of module hours

Learning and teaching hours	40 hrs
Placement tutor support	0 hrs
Supervised learning e.g. practical classes, workshops	0 hrs
Project supervision (level 6 projects and dissertation modules only)	0 hrs
Total active learning and teaching hours	**40** hrs
Placement / work based learning	0 hrs
Guided independent study	160 hrs
Module duration (total hours)	200 hrs

For office use only	
Initial approval date	10/08/23
With effect from date	01/09/23
Date and details of revision	July 2024 updated Indicative Assessment Tasks section with implementation from Sept 2024.

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Version number	2

Module aims

The module aims to introduce students to the theories and concepts of communication and professional language required by people wishing to enter a graduate career. The core of the module will enable students to develop their interpersonal and communication skills that reflect the values of their chosen subject area and with professionals/clients/service users.

Module Learning Outcomes - at the end of this module, students will be able to:

1	Describe a range of communication theories and the need to use a variety of communication strategies when communicating within a professional context
2	Express an understanding of the importance of linguistically sensitive practice and its relevance to a multi-cultural employment context
3	Demonstrate an awareness of the significance of effective communication for the range of roles within a professional context
4	Demonstrate the ability to articulate their own communication and interpersonal skills

Assessment

Indicative Assessment Tasks:
This section outlines the type of assessment task the student will be expected to complete as part of the module. More details will be made available in the relevant academic year module handbook.

Students will be asked to prepare their answers to set questions designed to assess knowledge and skills in relation to the module learning outcomes. Students will then be interviewed for 10 minutes to allow them to display their professional communication and interpersonal skills, body language and knowledge of using communication tools and theory when answering questions.

Assessment number	Learning Outcomes to be met	Type of assessment	Weighting (%)
1	1,2,3,4	Practical	100%

Derogations

None

Learning and Teaching Strategies

An interactive learning and teaching approach will be adopted and will involve recorded lectures, class based seminars, case studies, group work, in class discussions, online reading, group tutorials and simulation. The module will also be supported by the Moodle

VLE and pre-recorded content and resources aligned to the university's active learning framework (ALF).

Indicative Syllabus Outline

- Communication and interpersonal skills inc. body language
- Professional communication skills inc. multi-professional team working
- Communication in a multi-lingual and multi-cultural context
- Communicating in professional language and use of social media, emails and other forms on online communication tools
- Barriers and impairments to effective communication (of all people)
- Conflict and communication
- Ethical communication
- Models of communication
- Oral and written communication to include documentation and record keeping, differences between spoken and informal English and academic English etc

Indicative Bibliography:

Please note the essential reads and other indicative reading are subject to annual review and update.

Essential Reads

DeVito J.A. (2022), *Interpersonal Communication Book, The Global Edition.* 16th ed. London: Pearson.

Thompson, N. (2021), *People Skills.* 5th ed. London: Palgrave MacMillan.

Other indicative reading

Egan, G. and Reese R,J. (2019), *The Skilled Helper: A problem-management and opportunity-development approach to helping*. 11th ed. Boston, MA: Cengage.

Hargie, O. (2019), *The Handbook of Communication Skills*. 4th ed. Abingdon: Routledge.

Hassan, G. (2015), *Brilliant Communication Skills*. London: Pearson.

Employability – the University Skills Framework

Each module and programme is designed to cover core Glyndŵr Graduate Attributes with the aim that each Graduate will leave Glyndŵr having achieved key employability skills as part of their study. The following attributes will be covered within this module either through the content or as part of the assessment. The programme is designed to cover all attributes and each module may cover different areas.

Core Attributes
Engaged
Enterprising
Creative
Ethical

Key Attitudes
Commitment
Curiosity
Resilience
Confidence
Adaptability

Practical Skillsets
Digital Fluency
Organisation
Leadership and Teamworking
Critical Thinking
Emotional Intelligence
Communication