

## **Course 16: Communications and People Skills Development for Engineering Leaders 3(1-4-0)**

**Course Objective:** Technical excellence is always a trademark for engineering graduates, but their lacks of collaborative communication skills, people skills and understanding holistic picture, which are essential characteristics of a leader, often hinder their career success. This course aims to build engineering student competence in leadership communication skills and people skills. This course will train the engineering students on how to be a leader who can communicate effectively to facilitate the achievement of organizational goals and to motivate other members along the way.

### **Learning Outcomes:**

The students on the completion of this course would be able to

- Explain their works, thoughts, and ideas effectively
- Do both technical and non-technical written communication that ease understanding of audiences
- Make presentation professionally
- Develop emotional intelligence domains and competencies in different professional situations
- Work in a team environment in a complex workplace
- Apply people skills to support, lead, persuade, motivate and inspire others to achieve goals.

**Prerequisite:** None

### **Course Outline:**

#### **Module 1: Essential Communication Skills Development for Self-Expression**

1. Effective oral communications
  - Knowing your intention and audience
  - Get your audience attention
  - Deliver your presentation professionally
2. Effective written communications
  - Plotting your idea
  - Filling up your story
  - Polishing your story

#### **Module 2: Collaborative Communication Skills Development**

1. Personality, character, and Cultural barrier in communication
2. Emotional intelligence
3. Strategic persuasive communication
4. Conflict management strategies
5. Effective managerial communication in a meeting

#### **Module 3: Leadership Communication Skills Development**

1. Knowing your leadership style
2. Cultivating your leadership and communication style
3. Nonverbal communication

4. Adapting your communication to different situations and audiences
5. Making your message powerful, motivating and inspiring

**Workshop Sessions:**

1. Effective oral communications I
2. Effective oral communications II
3. Effective oral communications III
4. Effective written communications I
5. Effective written communications II
6. Personality
7. Emotional intelligence
8. Persuasive communication
9. Conflict management
10. Communication in a meeting
11. Leadership
12. Leadership communication I
13. Leadership communication II
14. Communication to different situations and audiences
15. Powerful Speech

**Laboratory Sessions:** None

**Learning Resources:**

Textbook: No designated textbook, but class notes and handouts will be provided

Reference books:

1. Anderson, C. TED Talks: The Official TED Guide to Public Speaking, Headline Publishing Group, 2016
2. Goleman, D. What Makes a Leader: Why Emotional Intelligence Matters, More Than Sound, 2014
3. Kerpen, D. The Art of People: 11 Simple People Skills that will Get You Everything You Want, Penguin Random House, 2016
4. Murray, K. The Language of Leaders: How Top CEOs Communicate to Inspire, Influence and Achieve Results, Second Edition, Kogan Page, 2013
5. Shall G. R. and Moussa M. The Art of Woo: Using Strategic Persuasion to Sell Your Ideas, Penguin Books, 2008

**Teaching and Learning Method:**

This is an activity-based course. During lecture sessions, class discussion will be conducted. During workshop sessions, the students, to be active learners, will practice several skills including, but not limited to, decision making, problem-solving, critical thinking, written communication, oral communication, presentation, debate and teamwork.

**Time Distribution and Study Load:**

Lectures: 15 hours

Workshop: 60 hours

Self-study: 45 hours

**Evaluation Scheme:** The final grade will be computed according to the following weight distribution: Class discussions and participation (15%); Oral communication (15%); Written communication (10%); Presentation (10%); Simulation/Scenario (10%); Peer Assessment (10%); Powerful Public Speaking (10%) and Personal Development (20%).

An “A” would be awarded if a student can demonstrate clearly effective communications, people skills, and leadership.

A “B” would be awarded if a student can show good progress on communications, people skills and/or leadership.

A “C” would be given if a student can show reasonable progress on communications, people skills, and leadership.

A “D” would be given if a student shows a lack of improvement in communications, people skills and leadership.

**Instructor:**