CMN 111: COMMUNICATION SKILLS
CMN- COURSE SYLLABUS
MAY-AUGUST 2019
INSTRUCTOR: DR REUBEN NGUYO

COURSE OBJECTIVES
By the end of course unit, learners should be able to:
1. Describe the nature, principles and functions of communication.
2. Exhibit an awareness of the barriers to effective communication.
3. Describe the organizational structure in terms of line of communication.
4. Analyze the forms of communication-verbal and non-verbal etc
5. Describe the nature of listening, the listening process and the techniques of listening.
6. Identify the types of listening and barriers to effective listening.
7. Make a description of the nature and types of public speaking.
8. Classify the qualities of a good speaker and describe the art of speech delivery.
9. Isolate the challenges to effective listening.
10. Explain the nature of reading and ascertain the barriers to effective reading.
11. Describe the writing process and analyze the types of functional writing.
12. Elaborate on the interview process.
13. Describe the emerging issues and trends in communication.

TEACHING METHODOLOGY
Lectures, class presentations, individual presentations, Case studies, group discussion activities.

ASSESSMENT
Final exam .......................................................... 70%
Assignment ......................................................... 10%
CAT ......................................................................... 20%
Grand total .............................................................. 100%
WEEK 1 (LECTURE 1)
1.0 Introduction to communication:
1.1 Definition of key concepts
1.2 Objectives of communication
1.3 Principles of communication
1.4 Functions of communication
1.5 Process of communication

WEEK 1 & 2 (LECTURE 2)
2.0 Effective communication
2.1 Barriers to effective communication
2.3 Forms of communication; Formal, Non-formal, verbal and nonverbal –

WEEK 3 (LECTURE 3)
3.0 Communication as a management tool
3.1 Role of communication as a tool of management
3.2 Choosing the Channel of Communication
3.3 Lines of communication

a) Internal- Downward, Upward, Lateral & Diagonal
b) External

WEEK 4 (LECTURE 4)
4.0 Listening
4.1 Nature of listening skills:
4.2 Listening process
4.3 Techniques of listening

WEEK 5 (LECTURE 5)
5.4 Types of listening
5.5 Barriers to effective listening

WEEK 6 CONTINOUS ASSESSMENT TEST 1

WEEK 6 &7(LECTURE 6)
6.0 Speaking skills:
6.1 Introduction to public speaking
6.2 Types of public speaking
6.3 Speech delivery/presentation

WEEK 7 (LECTURE 7)
7.4 Qualities of a good speech/speaker
7.5 challenges to effective speaking

WEEK 8(LECTURE 8)
8.0 Reading skills:
8.1 Types of reading
8.3 Barriers to effective reading

WEEK 9 & 10 (LECTURE 9&10)
10.0 Writing skills:
10.1 Process of writing
10.2 Types of writings - reports, business letters, formal and cover letters, Minutes, memos, curriculum vitae
10.3 Business correspondence – mails, emails, circulars, memorandum

WEEK 11 (LECTURE 11)
11.1 Study skills

WEEK 12: (LECTURE 12)
12.0 Meetings and interviews
12.1 Types of meetings
12.2 Conducting meetings
12.3 Types of interviews
12.4 Interview process

WEEK 13: (LECTURE 13)
13.0 Emerging issues and trends in communication
13.1 Information technology and communication

WEEK 14: (LECTURE 14)
14.0 Ethics in communication
14.1 Significance of ethical issues
14.2 Communication in global workplace

REFERENCES

WEEK 15: EXAMS