



PRIFYSGOL CYMRU  
**Y Drindod Dewi Sant**  
UNIVERSITY OF WALES  
**Trinity Saint David**  
SWANSEA - ABERTAWE

UNIVERSITY OF WALES: TRINITY SAINT DAVID  
PRIFYSGOL CYMRU: Y DRINDOD DEWI SANT

**Certificate of Higher Education in Skills for the Workplace:**

**Broadening Horizons/ Changing Lives**

**Communication Skills - EMPL4004**

|                       |                             |
|-----------------------|-----------------------------|
| <b>MODULE CODE:</b>   | <b>EMPL4004</b>             |
| <b>TITLE:</b>         | <b>Communication Skills</b> |
| <b>MODULE AUTHOR:</b> | <b>Roger Maidment</b>       |
| <b>LEVEL:</b>         | <b>4</b>                    |
| <b>CREDITS:</b>       | <b>10</b>                   |

- To develop students' awareness of the range of communication skills integral to success within the workplace.

By the end of this module students should be able to:

## CONTENT

- inter-personal communication including: body language, active listening, personal presentation and context awareness;
- written communication: formats and structures;
- strategies for improving clarity of expression, grammar, syntax and punctuation;
- presentation formats and structures;
- communication with an audience using visual and electronic resources.

|                              |             |
|------------------------------|-------------|
| <b>Coursework Assignment</b> | <b>100%</b> |
|------------------------------|-------------|

## **BIBLIOGRAPHY**

### **Essential**

Cottrell, S. *The Study Skills Handbook* (2<sup>nd</sup> edition). Hampshire: Palgrave MacMillan, 2003.  
Pears, R. & Shields, G. *Cite Them Right*. Basingstoke: Palgrave MacMillan, 2011.

### **Recommended**

Cottrell, S. (2010) *Skills for Success: The Personal Development Planning Handbook* (2<sup>nd</sup> edition). Hampshire: Palgrave MacMillan.  
Levin, P. (2004) *Write Great Essays*. Maidenhead: Open University Press.  
Mercer, N. (2006) *The Guided Construction of Knowledge: talk amongst teachers and learners*. Clevedon: Multilingual Matters Ltd.  
Pritchards, A. M. (2008) *Studying and Learning at University: Vital Skills for Success in your Degree*. London: Sage Publications.  
Seely, J. (2005) *Oxford Guide to Effective Writing and Speaking* (2<sup>nd</sup> edition). Oxford: Open University Press.  
van Emden, J. & Becker, L. (2010) *Presentation Skills for Students* (2<sup>nd</sup> edition). Palgrave Macmillan.

### **Ebooks**

Dalley, D., and Burton, L. *Developing your Influencing Skills: How to influence people by increasing your credibility, trustworthiness and communication skills* (2010) Universe of Learning Ltd.  
Ercegovic, Z. (2008) *Information Literacy, search strategies, tools & resources for high school students and college freshmen*, Linworth Pub. 2nd ed.

### **Websites**

<http://www.open.ac.uk>  
<http://www.curriculum.edu.au/leader/default.asp?id=33211&issueID=12380>  
<http://www.ictliteracy.info/>.  
<http://www.academy.gcal.ac.uk/llida/outputs.html>