

Effective Team Working and Communication

BMSK4002

Weekly schedule (term 1)

	Topics	Notes / Materials
Week 1	Communication module introduction Introduction, module overview, communication, verbal and non-verbal, body language	Maund Chapter 3 – Communication Module Descriptor and “intro bingo” Term Outline of 10 weeks
Week 2	Models of Communication The "Haversack Ruse" case study	The “Haversack Ruse” and applying Models of Communication – work in small groups
Week 3	Models of Communication – cont. Elements of Communication Assignment discussion Discuss preparation for assessment	Shannon & Weaver, Berlo, High/Low Talker exercise Maund p64 Maund – chapters 3, 4 & 5 The Apprentice case study (Griffiths and Dunham, in Maund et al. 2017 p. 45-47)
Week 4	Written communication Videos and examples Sample student essay In-class exercise: Worksheet 1 Self-reflective assessment workshop	Maund – chapters 3, 4 & 5 Morgan – chapter 12 – Communicating Effectively Exercise in writing emails Worksheet 1
Week 5	Communication in the Workplace Discussion - workplace experience of communication - work in small groups	Maund Ch3 p45-47, Morgan Ch12 – Communicating Effectively Maund p.63 Exercise 5.1 Rumour Mill Review and discuss in general worksheet 1
Week 6	Effective Communication and Listening Communication Strategy – case study: Crisis at BMW Dealership	Maund Ch5 – Listening p89 "Trouble at Home" case study Morgan Ch12
Week 7	Successful Employee Communication In-class exercise: Worksheet 2 Self-reflective assessment workshop	Maund Ch5 – Listening Communication Strategy in students’ workplaces – work in small groups Worksheet 2
Week 8	Communication, Employers and Employees Assignment Review workshop	Maund Ch5 – Listening p71 "A Day with the Chief" case study
Week 9	Effective Communication and Cross Cultural Awareness In-class exercise: Worksheet 3 Self-reflective assessment workshop	Maund Ch3, Morgan Ch13 Worksheet 3
Week 10	Revision Module descriptor, assessment brief, reading list, etc. Assignment Review workshop	Morgan Ch12 Morgan Ch 7 discuss in general worksheet 3