



TEQSA ID PRV:14323  
CRICOS Provider Code: 03866C

# BUS202 PROFESSIONAL COMMUNICATION

SYDNEY INSTITUTE OF HIGHER EDUCATION > PROGRAMS > BUS202 PROFESSIONAL COMMUNICATION

## Unit Outline

<b>Important Update:</b>	Our aim is to provide you with an optimal learning experience, regardless of how this unit is delivered. Teaching will be delivered in line with the most current COVID Safe health guidelines. This may include a mix of online and face-to-face. Please check the learning management system for announcements and updates. Thank you for your flexibility and commitment to studying with Sydney Institute of Higher Education.
<b>Enrolment Modes:</b>	Year 2, Semester 1.
<b>Credit Point(s):</b>	12.5
<b>EFTSL Value:</b>	0.125
<b>Prerequisites:</b>	Nil.
<b>Typical study commitment:</b>	Students will on average spend 10 hours per week over the teaching period undertaking the teaching, learning and assessment activities for this unit.
<b>Scheduled learning activities:</b>	4 timetabled hours per week, 6 personal study hours per week.

## Unit description

This unit covers communication theories and models that ensure information is transferred to audiences effectively. Students will engage in group work, write business reports and deliver oral presentations. Students are expected to apply their theoretical knowledge to develop their teamwork, critical thinking, problem-solving, planning and organising abilities, and professional skills.

## Unit learning outcomes (ULO)

**On the successful completion of this unit student will be able to:**

ULO1	Understand business etiquette in the Australian workplace to advance interpersonal communication skills.
ULO2	Describe the features of persuasive and constructive languages used in professional speaking and writing.
ULO3	Perform effective communication with various business audiences from different cultures and backgrounds.
ULO4	Carry out interactive communication techniques to present the process undertaken and findings of business projects in formal reports and oral presentations.
ULO5	Implement conflict management and negotiation strategies while undertaking group tasks.

## Topics to be included in the unit

1.	Communication foundations
2.	Interpersonal communication
3.	Negotiation strategies
4.	Conflict management
5.	Intercultural communication
6.	Team effectiveness
7.	Manage meetings
8.	Customer services
9.	Argument, logic and persuasion
10.	Presentation and speech
11.	Business writing
12.	Job seeking, résumés and interviews

## Assessment

<b>Assessment Description</b>	<b>Grading and weighting (% total mark for unit)</b>	<b>Due date</b>
Assessment 1: Class Participation	10%	Weeks 1-12
Assessment 2: Individual Assignment	20%	Week 7
Assessment 3: Group Assignment	30%	Week 12
Assessment 4: Final Exam	40%	Final exam week