



1. General Course Information

1.1 Course Details

Course Code:	2008EHR
Course Name:	Business Communication
Trimester:	Trimester 3, 2020
Program:	Diploma of Commerce, Associate Degree Commerce & Business
Credit Points:	10
Course Coordinator:	Melanie Lynch
Document modified:	31 August 2020

Course Description

We all communicate. Communication plays a major role in all human activity. It is part of our culture. Within the business community, in both public and private sectors, communication is often associated with specific activities such as interacting, informing, instructing and persuading. People who possess demonstrable skills in these activities are employed, prized and promoted. If businesses are to survive in an increasingly competitive and information-oriented environment they will need trained communicators who can speak, write and interact with others efficiently, effectively and professionally. This course is intended to provide participants with advanced understanding of the concepts and principles of professional business communication and to support the development of their skills in interpersonal, spoken and business related communications through practice and feedback. Course participants will be encouraged to participate actively in the course.

Assumed Knowledge

Students should ensure they have successfully completed Academic and Professional Skills and that they can apply these skills in this course.

1.2 Teaching Team

Your lecturer/tutor can be contacted via the email system on the portal.

Name	Email
Melanie Lynch	mely@portal.griffithcollege.edu.au

1.3 Staff Consultation

Your lecturer/tutor is available each week for consultation outside of normal class times. Times that your lecturer/tutor will be available for consultation will be found on the Moodle Course Site.

1.4 Timetable

Your timetable is available on the Griffith College Portal at Class Timetable in Student and Services.

1.5 Technical Specifications

All students must have access to a computer or suitable mobile device.

2. Aims, Outcomes & Generic Skills

2.1 Course Aims

Effective communication is an essential skill for a successful business professional. Within public and private organisations, communication is associated with specific activities of interacting, informing, instructing and persuading. People who possess demonstrable skills in these activities are employed, prized and promoted. A key focus of this course is to develop self-awareness in a business setting. To manage others effectively, you need to be able to manage yourself - especially in today's fast-paced technologically-driven business environment.

This course provides participants with advanced understanding of professional business communication and develops their skills in business related communications through practice. As such, this course gives participants highly sought after practical knowledge of developing their teamwork skills, oral presentation skills, reflective analytical writing skills and a deeper understanding of the theory behind effective communication processes. At the end of this course, participants will have gone through an extensive experiential learning process of working with others while becoming increasingly aware of their own perspectives, motivations and behaviours. These soft skills are developed through deep reflective work throughout the course.



2.2 Learning Outcomes

After successfully completing this course you should be able to:

1. Develop self-awareness and set and achieve effective personal goals.
2. Analyse business communication issues in a team work setting using relevant theories, models and principles.
3. Reflect on interpersonal communication and teamwork processes as a member of a team.









2.3 Generic Skills and Capabilities

For further details on the Generic Skills please refer to the Graduate Generic Skills and Capabilities policy.

Griffith College aims to develop graduates who have an open and critical approach to learning and a capacity for lifelong learning. Through engagement in their studies, students are provided with opportunities to begin the development of these and other generic skills.

Studies in this course will give you opportunities to begin to develop the following skills:

Generic Skills and Capabilities		Taught	Practised	Assessed
Acquisition of discipline knowledge and skills with critical judgement		✓	✓	✓
Communication and collaboration		✓	✓	✓
Self-directed and active learning		✓	✓	✓
Creative and future thinking		✓	✓	✓
Social responsibility and ethical awareness		✓	✓	✓
Cultural competence and awareness in a culturally diverse environment		✓	✓	✓



3. Learning Resources

3.1 Required Learning Resources

Course resources such as lecture notes, study guides, examination information, assessment overview, reading lists and other on-line learning resources will be available for downloading from the Griffith College portal. Textbook and Moodle book are necessary to be successful in achieving the Learning Outcomes of this course. Both will be used extensively in this course.

Moodle book will be available from the Course Notes on the Portal.

De Janasz, Crossman, Campbell & Power (2014). *Interpersonal Skills in Organizations*, (2nd ed.). McGraw-Hill Education (Australia) Pty Ltd. ISBN: 9781743071540

This text can be purchased as a Vital Source eText (\$74.95) from the publisher, McGraw-Hill Education (Australia) at the following link: <https://www.mheducation.com.au/9781743071540-aus-interpersonal-skills-in-organisations-group>

3.2 Recommended Learning Resources

3.3 College Support Services and Learning Resources

The College provides many facilities and support services to assist students in their studies. Links to information about College support resources that are available to students are included below for easy reference.

[Digital Library](#) – Databases to which Griffith College students have access to through the Griffith Library Databases.

MyStudy – there is a dedicated website for this course via MyStudy on the Griffith College Portal.

[Academic Integrity Tutorial](#) - this tutorial helps students to understand what academic integrity is and why it matters. You will be able to identify types of breaches of academic integrity, understand what skills you will need in order to maintain academic integrity, and learn about the processes of referencing styles.

Services and Support provides a range of services to support students throughout their studies including academic advice and assignment help from Student Learning Advisors, and personal and welfare support from Student Counsellors.

[Jobs and Employment](#) in the Student Hub can assist students with career direction, resume and interview preparation, job search tips, and more.

[IT Support](#) provides details of accessing support, information on s numbers and internet access and computer lab rules.

3.4 Other Information about your Learning

Attendance

You are expected to actively engage in all learning experiences and learning activities which underpin the learning content in this course. You are expected to engage with the learning content and learning activities outside of timetabled class times. This requires you to be an active agent of your learning. You are expected to bring all necessary learning resources to class such as the required textbook and /or Moodle book. In addition, you are encouraged to BYOD (bring your own device) to class such as a laptop or tablet. This is not a requirement as computer lab facilities are available on campus, however, the use of such devices in the classroom is encouraged with appropriate and considerate use principles being a priority.

Preparation and Participation in Learning

In order to enhance your learning, you need to prepare before participating in the learning experiences. Absorb the learning content and complete the learning activities that are provided online before you attend the scheduled learning experiences. Make sure you complete the learning activities set each week, they are designed to support your learning. Active participation in your learning will enhance your success. Ask questions when something is unclear or when you want to bring some issue to your lecturer or tutor's attention; respond to questions to test your knowledge and engage in discussion to help yourself and others learn.

Consultation Sessions

Teachers offer extra time each week to assist students outside the classroom. This is known as 'consultation time.' You may seek assistance from your teacher on email or in person according to how the teacher has explained this to the class. Attendance during consultation time is optional but you are encouraged to use this extra help to improve your learning outcomes.

Course Learning Materials

Learning materials are made available to you in MyStudy on the Griffith College Portal. The learning materials are arranged in Modules. In each Module you will find the learning content, learning activities and learning experiences. Actively working your way through these course learning materials together with your lecturer or tutor will prepare you to succeed when completing the evidence of learning (assessment).

Self-Directed Learning

You will be expected to learn independently. This means you must organise and engage with the course learning content even when you are not specifically asked to do so by your lecturer or tutor. The weekly guide will be helpful to organise your learning. This involves revising the weekly course learning material and completing the learning activities. It also means you will need to find additional information to evidence your learning (assessment) beyond that given to you, and to construct your own response to a question or topic. All of this requires careful planning of your time. Expect to spend, on average, at least 10 hours per week including class time for each of your courses.

Program Progression

You are reminded that satisfactory Program Progression requires that attendance in classes is maintained at equal to or greater than 80%, and that GPA is maintained at equal to or greater than 3.5 [please see Griffith College Policy Library - [Program Progression Policy](#) - for more information].

Teacher and Course Evaluation






Your feedback is respected and valued by your lecturers and tutors. You are encouraged to provide your thoughts on the course and teaching, both positive and critical, directly to your lecturer and tutor or by completing course and lecturer evaluations via Griffith College's evaluation tool whenever these are available.



4. Learning Content, Learning Activities and Learning Experiences

1. Develop self-awareness and set and achieve effective personal goals.
2. Analyse business communication issues in a team work setting using relevant theories, models and principles.
3. Reflect on interpersonal communication and teamwork processes as a member of a team.

4.1 Modules for Learning and Weekly Learning Content, Learning Activities and Learning Experience





	 Learning Content	Learning activities 	Learning experiences 	Evidence of learning 	Learning outcome 
Module: Intrapersonal effectiveness					
1	Models of Communication and Self Awareness: Chapters 1 & 7 (pp. 156 – 171)	Introductory Activity; Reflective Diary Writing; Moodle Book	Introductions; Course Overview; Team Formation; Introduction to Reflective Journal Writing; Big 5 Test		1, 2, 3
2	Goal Setting, Values and Self-Management: Chapters 3 & 4	Team Meetings; Reflective Diary Writing; Moodle Book	How to Run Effective Meetings; Big 5 Reflection and Analysis / Setting SMART Goals		1,2,3
3	Self-Disclosure and Trust: Chapter 2	Team Meetings; Reflective Diary Writing Moodle Book;	Big 5 Team Share/Fish Bowl Self-Disclosure Activity; Effective Presentation skills/How to write a session plan	Big 5 Reflection	1, 2, 3
Module: Interpersonal effectiveness					
4	Persuasive Communication: Chapter 8	Team Meetings; Reflective Diary Writing; Moodle Book	Persuasion in Action: Team Debates; Teamwork workshop		2, 3
5	Listening and Assertion: Chapters 6 & 7 (pp. 171 - 174)	Team Meetings; Reflective Diary Writing; Moodle Book	Active Listening Activity; Teamwork workshop; Feedback Simulation; Reflective Diary Workshop		2, 3

Module: Working in Teams					
6	Working in Teams for Success / Team Facilitation: Chapters 10 & 13	Team Meetings; Reflective Diary Writing; Moodle Book	Team Oral Presentation; Active Listening Activity; Team facilitation experience	Team Presentation / Feedback Activity; Reflective Diary	2, 3
7	Managing Conflict / Negotiation: Chapters 9 & 11	Team Meetings; Moodle Book	Team Oral Presentation; Reflective Essay Planning Workshop	Team Presentation / Feedback Activity	2, 3
8	Understanding and Working with Diverse People: Chapter 5	Team Meetings; Moodle Book	Team Oral Presentation; Conflict Styles Identification Activity; Reflective Essay Planning Workshop	Team Presentation / Feedback Activity	2, 3
9	Leadership, Power and Empowerment: Chapters 15 & 18	Team Meetings; Moodle Book	Team Oral Presentation; Sources of Power Identification Activity; /Reflective Essay Planning Workshop	Team Presentation / Feedback Activity /MCQ	2, 3
10	Networking and Mentoring: Chapter 16	Team Meetings; Moodle Book	Team Oral Presentation; Mentoring Giants; Networking Event; Final Reflective Essay Q and A Workshop	Team Presentation / Feedback Activity / Individual Reflective Essay	2, 3
11	Coaching and Providing Feedback: Chapter 17	Team Meetings; Moodle Book	Team Oral Presentation; Active Listening Activity; Feedback Roleplays		2, 3
12	Self-Awareness: Chapter 1	Big 5 Test/Reflective Journal Entry	Big 5 Test/Reflective Journal Entry	Big 5 Reflection / MCQ	1, 3



5. Evidence of Learning (Assessment Plan)

5.1 Evidence of Learning Summary

	 Evidence of learning	 Weighting	 Learning outcome	 Due Date
1	Learning Activities	15%	2, 3	Week 6 - 12
2	Teamwork	20%	2, 3	Weeks 1 - 6
3	Oral Presentation	15%	2	Weeks 6 - 10
4	Reflections	50%	1, 2, 3	Weeks 3, 6, 10, and 12

5.2 Evidence of Learning Task Detail

1) Learning Activities (15%)

Marks assigned for Learning Quizzes and Activities (3x 5%) to encourage in-depth learning and stronger engagement with the course. You will complete 1 feedback activity and 2 Multiple Choice quizzes (weeks 9 and 12) during the course. These learning activities are essential in order to develop your competence in interpersonal communication with other team members, and understanding teamwork processes. These activities will be discussed during class, and will require work in your own time (accessing and completing the Learning Content of the course). These experiences will allow you to clarify ideas, learn from others' perspectives and actively engage with the course material that will allow you to develop your team work skills. In addition, learning activities will help prepare you for business communication situations in the future. You will be graded on your communication effectiveness and quality of content for the feedback activity, and correct answers linked to knowledge of the course content for the Multiple Choice quizzes.

2) Teamwork (20%)

Teams will be officially formed in Week 1. Four to five students per team. Teams will be formed on the basis of encouraging diverse others to work together in a team. An intensive team project will be undertaken between Weeks 1-5. Teams will have to submit evidence of milestones reached in the teamwork. This will include attending and recording of both team meetings In-class as well as outside of class. It is expected that teams will hold between 6 – 8 team meetings during the first six weeks of the course, as well as one or two the week before their oral presentation. Zoom recordings of particular meetings (to be identified by the teacher); Team Goals and Action planning sheets and Project Log Sheets are required to be uploaded for assessment. The teamwork is the basis for two of the reflection assessments below – the Reflective Diary and the Individual Reflective Essay.

3) Oral Presentation (15%)

Students will have to prepare and submit slides and a session plan for feedback, for a 30 minute oral presentation to be presented in the Learning Experience class in one of weeks 6 – 10. The PowerPoint slides and session plan must be submitted in Week 5. Student will receive feedback from the teacher and then have an opportunity to improve their slides and session plan. The oral presentation will then be presented in one of weeks 6 – 10 and marked by the teacher, and students will receive feedback from their peers. This presentation must actively involve the audience. The presentation must discuss and support an argument and follow the content of the textbook and the team task sheet. Further details will be provided in week 1 Learning Experience class.

4) Reflections (50%)

Big 5 Personality & S.M.A.R.T. Goals Reflections x 2 (10%)

In the first week of the course, students will undertake an online psychometric quiz which will score them on the 5 dimensions of personality and they will choose 1 or 2 of their weakest dimensions and set 2 S.M.A.R.T. goals that are relevant to improving their weakness/es. A written reflection is required by Week 3 of the course. Students will then redo the same test in Week 12 of the course and see if they have met their S.M.A.R.T. goals through various experiences during the course (teamwork / oral presentation / engaging with learning content and learning experiences). A final reflection will be required on the achievement of their S.M.A.R.T. goals.

Reflective Diary (Hurdle – stage 1 of Individual Reflective Essay)

You will be required to keep a weekly reflective diary from weeks 1 – 5, due in Week 6. This will be a guided diary (questions will be posed to you in the reflective diary guide available on the course website) and you will record your reflections on the interpersonal communication between you and your team members, and reflections on the teamwork processes. This will then be transferred into a wordprocessed diary and submitted to Turnitin in week 6. Students who present their oral presentation in Week 6, will be given an extra week to submit the diary. Students will then receive feedback by logging in to Turnitin, where they will find their recommended topics for their Individual Reflective Essay. This Reflective Diary is a hurdle requirement to the Individual Reflective Essay (i.e. must be completed and submitted), and the Individual Reflective Essay cannot be submitted without the Stage 1 step completion of this Reflective Diary.

Individual Reflective Essay (40%)

You will be required to write a 1500 word Individual Reflective Essay in which you will reflect on your interpersonal communication and teamwork process experiences during the planning and preparation of your team slides and session plan in Business Communication this trimester. Your essay discussion must be guided by a clear argument or arguments related to your allocated topic from the course. You will be marked on the quality of your analysis and your demonstrated ability to apply your understanding of the theories and concepts from the course to your teamwork experience. An understanding of the link between theory and practice is therefore a key element.

A requirement for submission of your Individual Reflective Essay is that it must be uploaded to Turnitin for checking of originality against sources (including web/database/other students' assignments) by the due date of submission. Failing to submit to Turnitin will result in you receiving a Result Withheld (RW) mark for your assignment until the Turnitin submission has been completed. Your tutor will discuss how Turnitin will be specifically used in your course. Turnitin Student User Guides are also available from the Griffith College portal. Also, students are advised to keep copies of essay plans, notes and drafts until essay marks are released.

5.3 Late Submission

An evidence of learning (assessment) item submitted after the due date, without an approved extension from the Course Coordinator, will be penalised. The standard penalty is the reduction of the mark allocated to the assessment item by 5% of the maximum mark applicable for the assessment item, for each working day or part working day that the item is late. Evidence of learning items submitted more than five working days after the due date are awarded zero marks.

Please refer to the Griffith College website - Policy Library > [Assessment Policy](#) for guidelines and penalties for late submission.

5.4 Other Information about Evidence of Learning

Retention of Originals

You must be able to produce a copy of all work submitted if so requested. Copies should be retained until after the release of final results for the course.

Requests for extension

To apply for an extension of time for an evidence of learning item, you must submit an [Application for Extension of Assignment](#) form to your teacher at least 24 hours before the date the assignment is due. Grounds for extensions are usually: serious illness, accident, disability, bereavement or other compassionate circumstances and must be able to be substantiated with relevant documentation [e.g. [Griffith College Student Medical Certificate](#)]. Please refer to the Griffith College website - [Policy Library](#) - for guidelines regarding extensions and deferred assessment.

Return of Evidence of Learning Items

1. Marks awarded for in-trimester evidence of learning items, except those being moderated externally with Griffith University, will be available on the Student Portal within fourteen [14] days of the due date. This does not apply to the final evidence of learning item in this course (marks for this item will be provided with the final course result).
2. Students will be advised of their final grade through the Student Portal. Students can review their final exam papers after student grades have been published. Review of final exam papers will not be permitted after the final date to enrol.
3. Marks for **all** evidence of learning items including the final exam (if applicable) will be recorded in the Moodle Course Site and made available to students through the Moodle Course Site.

The sum of your marks of evidence of learning items in this course does not necessarily imply your final grade for the course. Standard grade cut off scores can be varied for particular courses, so you need to wait for the official release of grades to be sure of your grade for this course.

6. Policies & Guidelines

Griffith College assessment-related policies can be found in the [Griffith College Policy Library](#) which include the following policies:

[Assessment Policy](#), [Special Consideration](#), [Deferred Assessment](#), [Alternate Exam Sitings](#), [Medical Certificates](#), [Academic Integrity](#), [Finalisation of Results](#), [Review of Marks](#), [Moderation of Assessment](#), [Turn-it-in Software Use](#). These policies can be accessed within the [Policy Library](#)

Academic Integrity Griffith College is committed to maintaining high academic standards to protect the value of its qualifications. Academic integrity means acting with the values of honesty, trust, fairness, respect and responsibility in learning, teaching and research. It is important for students, teachers, researchers and all staff to act in an honest way, be responsible for their actions, and show fairness in every part of their work. Academic integrity is important for an individual's and the College's reputation.

All staff and students of the College are responsible for academic integrity. As a student, you are expected to conduct your studies honestly, ethically and in accordance with accepted standards of academic conduct. Any form of academic conduct that is contrary to these standards is considered a breach of academic integrity and is unacceptable.

Some students deliberately breach academic integrity standards with intent to deceive. This conscious, pre-meditated form of cheating is considered to be one of the most serious forms of fraudulent academic behaviour, for which the College has zero tolerance and for which penalties, including exclusion from the College, will be applied.

However, Griffith College also recognises many students breach academic integrity standards without intent to deceive. In these cases, students may be required to undertake additional educational activities to remediate their behaviour and may also be provided appropriate advice by academic staff.

As you undertake your studies at Griffith College, your lecturers, tutors and academic advisors will provide you with guidance to understand and maintain academic integrity; however, it is also your responsibility to seek out guidance if and when you are unsure about appropriate academic conduct.

In the case of an allegation of a breach of academic integrity being made against a student he or she may request the guidance and support of a Griffith College Student Learning Advisor or Student Counsellor.

Please ensure that you are familiar with the Griffith College Academic Integrity Policy; this policy provides an overview of some of the behaviours that are considered breaches of academic integrity, as well as the penalties and processes involved when a breach is identified.

For further information please refer to the Griffith College website - Policy Library > [Academic Integrity Policy](#)

Reasonable Adjustments for Assessment – The Disability Services policy

The [Disability Services policy](#) (accessed within the [Policy Library](#)) outlines the principles and processes that guide the College in making reasonable adjustments to assessment for students with disabilities while maintaining academic robustness of its programs.

Risk Assessment Statement

There are no out of the ordinary risks associated with this course.

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