MGMT302

Communication for Effective Leadership

S1 Evening 2017

Dept of Marketing and Management

Contents

General Information

Unit convenor and teaching staff
Unit Convenor, Lecturer and Tutor
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Credit points
3

Prerequisites
Admission to BBusLeadCom and ((42cp at 100 level or above) including MGMT202)

Corequisites

Co-badged status

Unit description
In this unit, students examine effective business communication at the individual, group and organisational level. The unit facilitates the understanding of communication processes using business 'best practice'. Initially, students will examine the basic requirements, tools and techniques for providing effective feedback and coaching. Students will then learn skills needed for persuasive public presentations for both impromptu and prepared speeches. Conflict management will be examined and students will have the opportunity to develop new skills.

Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at https://www.mq.edu.au/study/calendar-of-dates

Learning Outcomes

On successful completion of this unit, you will be able to:

Describe the appropriate communication skills across settings, purpose and audiences

Apply appropriate language and structure to the execution of an effectively presented and targeted discipline-specific task

Demonstrate commitment to achieving a teamwork task

General Assessment Information

1. MGMT 302 lectures will **NOT** be recorded.
2. Attendance will be taken at each tutorial.
3. Students are required to individually research and write their response to the essay topic and the reflection/discussion paper. These are not collaborative exercises and must be the sole work of the individual student.
4. Students MAY be required to discuss their submitted essay content with the Lecturer to ensure student authorship.
5. Teamwork is a component of this unit and failure to join a team, is at the detriment of the student. No student can undertake the Presentation/activity assessment task as an individual.
6. Students will need to note the different submission requirements for each assessment task as highlighted within the Assessment Tasks Section.
7. In the event of a misadventure impacting your ability to submit an assessment, you will need to apply for Disruption to Study, as no extensions will be granted allowing students to submit an assessment task late. This is highlighted within the Assessment Task Section for each assessment.
8. All students will undertake a peer assessment on the contribution of team members in the team presentation/activity task.

Task	Weight	Due date	Linked learning outcomes	Linked graduate capabilities	Brief description
Individual essay	30%	Wednesday 5th April 2017 at 6pm (Week 6)	1, 2	1, 5, 8	1,500 word essay excluding bibliography
Presentation & Communication Activity	40%	Weeks 8-12	2, 3	5, 8	10 minute team presentation followed by 30 minute communication activity
Reflective paper	30%	9th June 2017, 4pm (Week 13)	1, 2	1, 5, 8	2,000 word reflective paper excluding bibliography

Assessment Tasks

Name	Weighting	Hurdle	Due
Individual Essay	30%	No	Wednesday 5 April 2017
Presentation & Comms Activity	40%	No	Week 8 - Week 12
Individual Reflective paper	30%	No	9 June 2017, 4pm

Individual Essay

Due: **Wednesday 5 April 2017**
Weighting: **30%**

An essay requires the systematic investigation of a topic and the development of a written argument. Essays assess cognitive and research skills. Essays are expected to develop coherent arguments, be founded on thorough research, and provide insight into the topic area.

Students are required to submit a 1,500 word essay excluding bibliography. Marking criteria and a rubric will be made available on iLearn and questions on this assessment will be answered in the lecture.

Submission Details:

The essay is to be submitted through Turnitin on iLearn on **Wednesday 5 April 2017, 6pm (Week 6).**

Late Submission:

No extensions will be granted. There will be a deduction of 10% of the total available marks made from the total awarded mark for each 24 hour period or part thereof that the submission is late (for example, 25 hours late in submission - 20% penalty). This penalty does not apply for cases in which an application for Disruption of Studies is made and approved. No submission will be accepted after grades have been posted.

On successful completion you will be able to:

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Presentation & Comms Activity

Due: **Week 8 - Week 12**
Weighting: **40%**

From week 8 onwards students in teams will conduct **10 minute presentations** followed by **30**

minute communication activities. Team sizes will vary from 3-5 depending on student numbers. Students will be allocated to their teams in Week 3. The presentation topics will also be provided in Week 3. Peer assessment will be applied in this task.

Presentation time: 10 minutes

Students are expected to use PowerPoint or Prezi for their presentation, **but are expected to present WITHOUT notes**. Students are expected to provide a **hard copy of their presentation slides to the lecturer** at the beginning of the class **in addition to one double sided A4 paper summarising the most important points**. Please ensure that quotes, authors and statistics are cited appropriately.

Each team member **MUST** present to the class as part of the 10 minute presentation on the topic that has been assigned.

Communication Activity time: 30 minutes (including class instruction and/or demonstration)

Students will be asked to conduct an activity that involves the whole class and demonstrates the value of effective communication, coaching and/or conflict management.

Marking criteria and a rubric will be available on ilearn and questions on this assessment will be answered in the lecture**.**

Late Submission

No extensions will be granted. Students who are not present for their team's presentation will be awarded a mark of 0 for the task, except for cases in which an application for disruption of studies is made and approved.

On successful completion you will be able to:
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- Demonstrate commitment to achieving a teamwork task

Individual Reflective paper

Due: **9 June 2017, 4pm**
Weighting: **30%**

Students are required to submit a 2,000 word reflective paper excluding bibliography. This is an individual assignment that seeks to consolidate student learning by asking students to write a reflection of their learning experiences of the course. The assignment asks students to reflect and critically discuss three key topics, of their choice, that they found to be interesting during this course.

Further information, resources and guidance to assist students approach this assignment will be provided during the semester.

Submission:

The paper is to be submitted through Turnitin on iLearn AND in hard copy in BESS. **A Turnitin**

originality report and assessment marking sheet will be attached to each report upon submission.

Late Submission:

No extensions will be granted. There will be a deduction of 10% of the total available marks made from the total awarded mark for each 24 hour period or part thereof that the submission is late (for example, 25 hours late in submission - 20% penalty). This penalty does not apply for cases in which an application for Disruption of Studies is made and approved. No submission will be accepted after grades have been posted.

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Delivery and Resources

1. This unit is comprised of weekly seminar classes comprising a three hour duration of lecture content, activities and exercises.
2. The class is held every Wednesday 6-9 pm at E4B 314 (see http://timetables.mq.edu.au)
3. Attendance will be taken in the class. Attendance at class will allow the student to gain the maximum benefit, as will be the expected interaction within the class environment
4. **To pass this course, students need to achieve an overall grade of 50%.**
5. Students are expected to have read prescribed material before class, join in discussion and attempt all assessments. Reflection is critical to integrating unit material. Therefore, active participation in discussions and exercises is of utmost importance not only to the participating student but to the whole class.
6. Staff will respond to emails within 48 hours. Staff will not respond to emails on weekends or public holidays.
7. Students are expected to arrive on time and not leave until class ends.
8. Mobile phones are to be set on silent during class. Texting or other mobile phone activity during class is distracting to the student concerned, the lecturer and other students and is strictly forbidden. Students violating this requirement will be asked to leave the class.
9. Students checking their social media accounts during class will be asked to leave the class.
10. Photography as well as audio/video recording by students is not permitted.

Required and Recommended Texts and/or Materials

Prescribed Text

There is NO prescribed text for this unit, but various readings and other materials will be made available via the library e-Reserve section.

Recommended Readings:

Summers, J & Smith, B (2014) *Communication Skills Handbook.* 4th Ed John Wiley & sons.Qld.

Eunson, B (2016) *C21: Communication in the 21st Century.* 4th Ed John Wiley & sons. Qld.

Watson, G & Reissner, S (eds) (2015) Developing Skills for Business Leadership.2nd Ed. CIPD England

De Janasz, S; Crossman, J; Campbell, N & Power, M. (2014) *Interpersonal; Skills in Organisations.* 2nd Ed McGraw-Hill Education. Australia

Lencioni, P (2004) *Death by Meeting: A Leadership Fable Jossey- Bass New York*

***Note*:**

It is imperative that students keep abreast of current developments both in Australia and abroad via the public and popular media in respect to leadership. At the beginning of each lecture, students will be asked to participate in a discussion of the preceding week's newsworthy items.

Technology Used and Required

Students are required to have access to a personal computer and familiarise themselves with iLearn (https://ilearn.mq.edu.au/login/MQ/). iLearn will be used to post lecture slides, assessment details, student grades and as a means of communication between staff members and students. If you have difficulties logging on to iLearn, please contact the university's technical support staff. Do not contact the lecturer as she is not be able to help you with technical queries.

Students are expected to check their university email account and contact the teaching staff through it. Gmail, hotmail and other personal email accounts are often blocked through the university's spam filter; communicating through those risks that your query will not be answered.

Unit Web Page

The web page for this unit can be found at: **iLearn http://learn.mq.edu.au**

COURSE MATERIAL

1. You are expected to save and/or print copies of the lecture slides and bring them along to class. No printouts will be given by the lecturer.
2. You are expected to save and/or print copies of material necessary for each seminar. No printouts will be given by the lecturer.
3. All important announcements will be made on iLearn and you are expected to view the announcements page of the course website at least once a week.

Unit Schedule

UNIT SCHEDULE:

As a guide:

Lectures – The role of lectures is to build on the relevant core readings to set out main ideas, theories and conceptual frameworks. Lectures are assumed to last 2 hours.

Tutorials – The tutorials provide an interactive environment to allow the development of knowledge and practice of skills through exercises and scenarios. Tutorials are assumed to last 1 hour.

Week	Lecture Topic Area	Tutorial Activity
	Introduction Foundations of Effective Business Communication as a Leader	No tutorial
	People Skills and Meeting Skills	Form teams
	Meeting Skills	Exercises
	Verbal Presentation Skills	Activity
	Verbal Presentation Skills	Exercises
	Skills for Business Writing	**Essay Due** & Activity
	Skills for Business Writing	**Team Presentation** & Activity
	Coaching Tools and Techniques	**Team Presentation** & Activity
	Coaching Tools and Techniques	**Team Presentation** & Activity
	Conflict Management	**Team Presentation** & Activity
	Conflict Management	**Team Presentation** & Activity
	Guest lecture	Exercise/discussion
	Revision	**Reflection & discussion paper due on Friday 9th June 2017, at 4pm**

Policies and Procedures

Macquarie University policies and procedures are accessible from Policy Central. Students should be aware of the following policies in particular with regard to Learning and Teaching:

Academic Honesty Policy http://mq.edu.au/policy/docs/academic_honesty/policy.html

Assessment Policy http://mq.edu.au/policy/docs/assessment/policy_2016.html

Grade Appeal Policy http://mq.edu.au/policy/docs/gradeappeal/policy.html

Complaint Management Procedure for Students and Members of the Public http://www.mq.edu.au/policy/docs/complaint_management/procedure.html

Disruption to Studies Policy (in effect until Dec 4th, 2017): http://www.mq.edu.au/policy/docs/disr

uption_studies/policy.html

Special Consideration Policy (in effect from Dec 4th, 2017): https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policies/special-consideration

In addition, a number of other policies can be found in the Learning and Teaching Category of Policy Central.

Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: https://students.mq.edu.au/support/student_conduct/

Results

Results shown in *iLearn*, or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in eStudent. For more information visit ask.mq.edu.au.

Student Support

Macquarie University provides a range of support services for students. For details, visit http://students.mq.edu.au/support/

Learning Skills

Learning Skills (mq.edu.au/learningskills) provides academic writing resources and study strategies to improve your marks and take control of your study.

- Workshops
- StudyWise
- Academic Integrity Module for Students
- Ask a Learning Adviser

Student Services and Support

Students with a disability are encouraged to contact the Disability Service who can provide appropriate help with any issues that arise during their studies.

Student Enquiries

For all student enquiries, visit Student Connect at ask.mq.edu.au

IT Help

For help with University computer systems and technology, visit http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/.

When using the University's IT, you must adhere to the Acceptable Use of IT Resources Policy. The policy applies to all who connect to the MQ network including students.

Graduate Capabilities

Capable of Professional and Personal Judgement and Initiative

We want our graduates to have emotional intelligence and sound interpersonal skills and to demonstrate discernment and common sense in their professional and personal judgement. They will exercise initiative as needed. They will be capable of risk assessment, and be able to handle ambiguity and complexity, enabling them to be adaptable in diverse and changing environments.

This graduate capability is supported by:

Learning outcomes

- Apply appropriate language and structure to the execution of an effectively presented and targeted discipline-specific task
- Demonstrate commitment to achieving a teamwork task

Assessment tasks

- Individual Essay
- Presentation & Comms Activity
- Individual Reflective paper

Discipline Specific Knowledge and Skills

Our graduates will take with them the intellectual development, depth and breadth of knowledge, scholarly understanding, and specific subject content in their chosen fields to make them competent and confident in their subject or profession. They will be able to demonstrate, where relevant, professional technical competence and meet professional standards. They will be able to articulate the structure of knowledge of their discipline, be able to adapt discipline-specific knowledge to novel situations, and be able to contribute from their discipline to inter-disciplinary solutions to problems.

This graduate capability is supported by:

Learning outcome

- Describe the appropriate communication skills across settings, purpose and audiences

Assessment tasks

- Individual Essay
- Individual Reflective paper

Effective Communication

We want to develop in our students the ability to communicate and convey their views in forms effective with different audiences. We want our graduates to take with them the capability to

read, listen, question, gather and evaluate information resources in a variety of formats, assess, write clearly, speak effectively, and to use visual communication and communication technologies as appropriate.

This graduate capability is supported by:

Learning outcomes

- Describe the appropriate communication skills across settings, purpose and audiences
- Apply appropriate language and structure to the execution of an effectively presented and targeted discipline-specific task
- Demonstrate commitment to achieving a teamwork task

Assessment tasks

- Individual Essay
- Presentation & Comms Activity
- Individual Reflective paper

Research & Practice; Global Context & Sustainability

1. This unit draws on extensive research from numerous sources.
2. Conducting research independently is encouraged and rewarded
3. The topic of Communication in a leadership context is applicable across the globe. This will be discussed in the application of business communication in a cross - cultural environment in an organisational sphere.
4. Issues of sustainability in communication and leadership are integrated throughout the unit.