



MGMT302

Communication for Effective Leadership

S1 Evening 2018

Archive (Pre-2019) - Dept of Marketing and Management

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General Information

Unit convenor and teaching staff

Unit Convenor & Lecturer

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By appointment

Moderator

Dr Senia Kalfa

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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 & 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 report 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 report content with the lecturer to discuss 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 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 Special Consideration, as no extensions will be granted allowing students to submit an assessment task late. This is highlighted in the Assessment Task section for each assessment.

Task	Weight	Due Date	Linked Learning Outcomes	Linked graduate capabilities	Linked Program Learning Outcomes	Brief Description
Individual business report	30%	Wednesday 11 th April 2018 at 6pm (Week 7)	1, 2	1, 5, 8	9	1,500 word report excluding bibliography

Presentation & Communication activity	30%	Weeks 8-12	1, 2, 3	1, 5, 8	8	10 minute team presentation followed by 30 minute communication activity + supporting documents
Reflective paper	40%	Wednesday 6 th June 2018 at 6pm (Week 13)	1, 2	1, 5, 8	9	2,000 word reflective paper excluding bibliography

Assessment Tasks

Name	Weighting	Hurdle	Due
<u>Individual business report</u>	30%	No	Week 7 (11/04/2018)
<u>Presentation & Comms Activity</u>	30%	No	Weeks 8-12
<u>Individual reflective paper</u>	40%	No	Week 13 (06/06/2018)

Individual business report

Due: **Week 7 (11/04/2018)**

Weighting: **30%**

A report presents factual information, recommendations or conclusions using structured headings and clear, precise language. Reports are an integral part of academic and professional communication. As reports are often written for time-poor audiences working in information saturated environments, the ability to produce a carefully reasoned and concisely expressed report is a valuable workplace skill.

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

Submission details:

The report is to be submitted through Turnitin on iLearn on Wednesday 11th April 2018 at 6pm (Week 7). Students may submit their assignment before the due date.

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 Special Consideration is made and approved. No submission will be accepted after grades have been posted.

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Presentation & Comms Activity

Due: **Weeks 8-12**

Weighting: **30%**

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.

Presentation time: 10 minutes

1. Students are expected to use PowerPoint or Prezi for their presentation, **and are expected to present WITHOUT notes.**
2. Each team member **MUST** contribute to both components of this task (i.e. the presentation and the communication activity).

Half of the mark for this assessment will be assigned to individual performance. That is 15% allocated to the mark of the group as a whole and 15% to the performance of the individual for a total of 30%. Marking criteria and a rubric will be made available on iLearn and questions on this assessment will be answered in the seminar.

Submission details:

Supporting documents are to be submitted through TurnItIn on iLearn on the day of each team's presentation **BEFORE 6pm**. Hard copies of the submitted supporting documents are to be submitted to the lecturer in class on the day of each team's presentation, **BEFORE** the beginning of the presentation.

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 Special Consideration is made and approved.

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Individual reflective paper

Due: **Week 13 (06/06/2018)**

Weighting: **40%**

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 by 6pm on Wednesday 6th June.

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 Special Consideration 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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Delivery and Resources

1. This unit is comprised of a 3 hour weekly seminar consisting of lecture content, activities and exercises.
2. The class will be held every Wednesday 6-9pm at 11 Wallys Walk, 110 tutorial room (see timetables.mq.edu.au)
3. Attendance will be taken in class. Attendance at class will allow the student to gain the maximum benefit as will 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.

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 & 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 of the course website at least once a week.

Unit Schedule

Topics that will be covered in this unit include: foundations of effective communication; running meetings; verbal communication skills; skills for business writing; coaching tools.

Policies and Procedures

Macquarie University policies and procedures are accessible from [Policy Central \(https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central\)](https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central). Students should be aware of the following policies in particular with regard to Learning and Teaching:

- [Academic Appeals Policy](#)
- [Academic Integrity Policy](#)
- [Academic Progression Policy](#)
- [Assessment Policy](#)
- [Fitness to Practice Procedure](#)
- [Grade Appeal Policy](#)
- [Complaint Management Procedure for Students and Members of the Public](#)
- [Special Consideration Policy](#) (**Note:** *The Special Consideration Policy is effective from 4 December 2017 and replaces the Disruption to Studies Policy.*)

Undergraduate students seeking more policy resources can visit the [Student Policy Gateway \(https://students.mq.edu.au/support/study/student-policy-gateway\)](https://students.mq.edu.au/support/study/student-policy-gateway). It is your one-stop-shop for the key policies you need to know about throughout your undergraduate student journey.

If you would like to see all the policies relevant to Learning and Teaching visit [Policy Central \(https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central\)](https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/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/study/getting-started/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

- Describe the appropriate communication skills across settings, purpose & 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 business report
- 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 outcomes

- Describe the appropriate communication skills across settings, purpose & 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 business report
- Presentation & Comms Activity
- 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 &

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 business report
- Presentation & Comms Activity
- Individual reflective paper

Changes from Previous Offering

1. Program Learning Outcomes have been added to the unit guide.
2. An individual business report replaces an individual essay.
3. The weight of the presentation and communication activity has been reduced from 40% to 30%. Accordingly, the weight of the reflective assignment has been increased from 30% to 40%.

Global Context & Sustainability

The topic areas of global contexts and sustainability are underpinned in this unit by both the lecture content and readings assigned and uploaded on iLearn. The focus is centred around the leadership applications of sustainability within the context of communication, and the importance of leaders operating and understanding the global context.

Students are expected within their assessment task to acknowledge these concepts (if applicable) and apply them accordingly

Program Learning Outcomes

This unit supports the development of Program Learning Outcomes (PLO) for degree(s) delivered by the Faculty of Business and Economics. PLOs describe the educational outcomes of a degree and what you should be able to know, understand and do by the end of your degree.

Unit learning outcomes 1,2, and 3 and assessments contribute to the following BBLC PLOs:

PLO 8: Demonstrate effective oral communication in a business environment

PLO 9: Demonstrate effective written communication in a business environment

Research & Practice

This unit draws on research from a variety of sources. Students are encouraged to conduct their own independent research on topics relevant to the course. Lectures and tutorials will include regular discussions about current practice as well as theoretical application. Students can utilise a range of websites, journals and texts in conducting their own research.

