



MGMT2018

Management Communication

Session 1, Weekday attendance, North Ryde 2020

Department of Management

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Disclaimer

Macquarie University has taken all reasonable measures to ensure the information in this publication is accurate and up-to-date. However, the information may change or become out-dated as a result of change in University policies, procedures or rules. The University reserves the right to make changes to any information in this publication without notice. Users of this publication are advised to check the website version of this publication [or the relevant faculty or department] before acting on any information in this publication.

General Information

Unit convenor and teaching staff

Unit Convenor

Tess Howes

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Credit points

10

Prerequisites

MGMT1002 or BBA102

Corequisites

MGMT1011

Co-badged status

Unit description

In this unit students will be exposed to the methods of communication from managerial, organisational, and corporate points of view, preparing them to rise to the challenges posed to the manager as a communicator. Students will broaden their knowledge of contemporary communication, in respect to providing feedback, coaching, mentoring and networking. As both leaders and managers play many roles and are required to motivate and lead numerous stakeholders, this unit will teach students to analyse and understand audiences. Whether playing the role of leader, liaison, interpreter, disseminator, advocate, or spokesperson, the unit will help students to employ important factors to consider when communicating in a given role.

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:

ULO1: Analyse and explain the types of communication skills required for a range of audiences, settings and purposes.

ULO2: Apply communication skills across settings, purposes and audiences.

ULO3: Select, justify and utilise appropriate language and structure to provide a discipline-specific task solution.

ULO4: Critically assess the issues and practices involved in contemporary management communication challenges.

Assessment Tasks

Coronavirus (COVID-19) Update

Assessment details are no longer provided here as a result of changes due to the Coronavirus (COVID-19) pandemic.

Students should consult [iLearn](#) for revised unit information.

[Find out more about the Coronavirus \(COVID-19\) and potential impacts on staff and students](#)

Delivery and Resources

Coronavirus (COVID-19) Update

Any references to on-campus delivery below may no longer be relevant due to COVID-19.

Please check here for updated delivery information: https://ask.mq.edu.au/account/pub/display/unit_status

| | |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Required text | No required text. |
| Unit web page | The web page for this unit can be found at: https://ilearn.mq.edu.au/login/ |
| Technology Used and Required | <p>Students are required to have access to a personal computer and familiarise themselves with iLearn (https://ilearn.mq.edu.au/login/).</p> <p>The MGMT2018 iLearn page will be used to post lecture slides, assessment details, student grades and as a means of communication between staff members and students.</p> |
| Delivery Format and Other Details | <ul style="list-style-type: none">• Number and length of classes: 1 x 2 hour lecture and 1 x 1 hour tutorial, i.e. 3 hours face to face per week unless indicated otherwise in the lecture schedule. Classes may vary due to public holiday(s)• Tutorials will commence in Week 2.• The timetable for classes can be found on the University web site at: http://www.timetables.mq.edu.au/ |
| Recommended readings | The weekly readings for this unit of study have been uploaded on the MGMT2018 iLearn site |
| Inherent Requirements | None |

Unit Schedule

Coronavirus (COVID-19) Update

The unit schedule/topics and any references to on-campus delivery below may no longer be relevant due to COVID-19. Please consult [iLearn](#) for latest details, and check here for updated delivery information: https://ask.mq.edu.au/account/pub/display/unit_status

| Week | Lecture and Tutorial Topic |
|------|---------------------------------------------------------------------------|
| 1 | Introduction and evolution of human communication |
| 2 | People skills in communication |
| 3 | Communication for managers |
| 4 | Powerful presentations |
| 5 | Nonverbal communication and conscious listening |
| 6 | Organisational culture and communication |
| 7 | Reflection and leading teams |
| 8 | Power and communication (student presentations) |
| 9 | Intercultural communication in diverse workplaces (student presentations) |
| 10 | Coaching techniques for managers (student presentations) |
| 11 | Managing conflict in the workplace (student presentations) |
| 12 | Networking for managerial success (student presentations) |
| 13 | Revision |

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.*)

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](http://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central) (<http://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 published on platform other than [eStudent](#), (eg. iLearn, Coursera etc.) 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 or if you are a Global MBA student contact globalmba.support@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 help you improve your marks and take control of your study.

- [Getting help with your assignment](#)
- [Workshops](#)
- [StudyWise](#)
- [Academic Integrity Module](#)

The Library provides online and face to face support to help you find and use relevant information resources.

- [Subject and Research Guides](#)
- [Ask a Librarian](#)

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

If you are a Global MBA student contact globalmba.support@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.

Changes since First Published

| Date | Description |
|------------|---------------------------|
| 29/01/2020 | Updated the unit schedule |