



MGMT302

Communication for Effective Leadership

S1 Evening 2019

Department of Management

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General Information

Unit convenor and teaching staff

Unit Convenor & Lecturer

Dr Tess Howes

tess.howes@mq.edu.au

Contact via Email

Please view consultation hours via iLearn - <https://ilearn.mq.edu.au/login/>

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

Assessment Tasks

Name	Weighting	Hurdle	Due
<u>Business Report</u>	30%	No	Week 5
<u>Presentation & Comms Activity</u>	30%	No	Weeks 7-13
<u>Reflective Essay</u>	40%	No	Week 10

Business Report

Due: **Week 5**

Weighting: **30%**

Business Report Assessment Summary Task Description A Business Report presents factual information with recommendations using structured headings and clear, precise, professional language. Business Reports are an integral part of academic and professional communication. As Business Reports are often written for time-poor audiences working in information saturated environments, the ability to produce a carefully reasoned and concisely expressed Business Report is a valuable workplace skill. **Type of Collaboration** Individual **Submission** Please Submit Via Turnitin Link on [iLearn](#) **Format** Please refer to the [iLearn](#) Unit page. **Length** 1,500 words **Inherent Task Requirements** None **Late Submission** Late tasks must also be submitted through Turnitin. No extensions will be granted. There will be a **deduction of 10%** made from the total available marks for each **24 hour period** or part there of that the submission is late (for example, 25 hours late in submission incurs a 20% deduction). Late submissions will be accepted up to 96 hours after the due date and time.

This penalty does not apply for cases in which an application for [Special Consideration](#) is made and approved. Note: applications for [Special Consideration Policy](#) must be made within 5 (five) business days of the due date and time.

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Presentation & Comms Activity

Due: **Weeks 7-13**

Weighting: **30%**

Group Presentation & Communication Activity Assessment Summary Task Description

From Week 7 onwards students in groups (4-5 students) will conduct a 10 minute group presentation followed by a 30 minute communication activity. Group sizes will vary depending on student numbers. Students will be allocated to their groups in Week 3. The presentation topics

will also be provided in Week 3 and Presentation Schedule available in Week 4. **Type of Collaboration** Group (15%) and Individual (15%) **Submission**

PART A (15%): In-class group presentation and communication activity with supporting documents submitted via Turnitin on iLearn 24 hours after the presentation.

PART B (15%): Individual peer and self-reflection to be submitted as a Word document via Turnitin in Week 13.

Format Please refer to the [iLearn](#) Unit page. **Length** 10 minute in-class presentation plus 30 minute communication activity with supporting documents submitted via Turnitin on [iLearn](#) 24 hours after the presentation (no word limit for the supporting documents) **Inherent Task**

Requirements In addition to physical attendance, quality participation is required from each group member in both the group presentation and communication activity. **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.

This penalty does not apply for cases in which an application for [Special Consideration](#) is made and approved. Note: applications for [Special Consideration Policy](#) must be made within 5 (five) business days of the due date and time.

On successful completion you will be able to:

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Reflective Essay

Due: **Week 10**

Weighting: **40%**

Reflective Essay Assessment Summary Task Description Students are required to submit a 2000 word reflective essay excluding bibliography. This is an individual assignment that seeks to consolidate student learning by asking students to write a reflective essay on three topics covered in this course. Students will reflect on the three topics and discuss what they found interesting and explain how this new knowledge will assist them in their professional practice.

Type of Collaboration Individual **Submission** Please Submit Via Turnitin Link on [iLearn](#).

Format Please refer to the [iLearn](#) Unit page. **Length** 2,000 words **Inherent Task Requirements** None **Late Submission**

Late tasks must also be submitted through Turnitin. No extensions will be granted. There will be a **deduction of 10%** made from the total available marks for each 24 hour period or part thereof that the submission is late (for example, 25 hours late in submission incurs a 20% deduction). Late submissions will be accepted up to 96 hours after the due date and time.

This penalty does not apply for cases in which an application for [Special Consideration](#) is made and approved. Note: applications for [Special Consideration Policy](#) must be made within 5 (five) business days of the due date and time.

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Delivery and Resources

Required text	<ul style="list-style-type: none"> • Eunson, B. (2012). <i>Communicating in the 21st century</i> Milton QLD: John Wiley & Sons.
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.</p> <p>Students are also expected to check their university email account regularly and contact teaching staff using their university email account. Emails from Gmail, hotmail and other personal accounts may be blocked by the university's spam filter.</p>
Delivery Format and Other Details	<ul style="list-style-type: none"> • This unit is comprised of a 3 hour weekly seminar consisting of lecture content and group activities. • Attendance is expected - the lectures will not be recorded. • The timetable for classes can be found on the University website at: http://www.timetables.mq.edu.au/
Recommended readings	Please see Unit Schedule

Unit Schedule

Week	Lecture Topics
Week 1	INTRODUCTION: FOUNDATIONS OF EFFECTIVE COMMUNICATION
Week 2	PEOPLE SKILLS IN COMMUNICATION
Week 3	LEADERSHIP STYLES AND COMMUNICATION
Week 4	MEETING SKILLS AND COMMUNICATION
Week 5	POWERFUL PRESENTATIONS FOR EFFECTIVE LEADERSHIP
Week 6	ORGANISATIONAL COMMUNICATION & LEADERSHIP
Week 7	PUBLIC COMMUNICATION & LEADERSHIP
-	Mid Session Break
Week 8	BUSINESS WRITING
Week 9	INTERCULTURAL COMMUNICATION & LEADERSHIP
Week 10	COACHING TECHNIQUES FOR LEADERSHIP
Week 11	CONFLICT RESOLUTION & NEGOTIATION
Week 12	REFLECTION, COMMUNICATION & LEADERSHIP

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 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 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

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.

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

- Business Report

- Presentation & Comms Activity
- Reflective Essay

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

- Business Report
- Presentation & Comms Activity
- Reflective Essay

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

- Business Report
- Presentation & Comms Activity
- Reflective Essay

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.