Al-Balqa' Applied University

جامعة البلقاء التطبيقية

تأسست عام 1997

Engineering Program

Specialization	Engineering Program Requirement
Course Number	21702111
Course Title	Communication Skills and Technical Writing
Credit Hours	(3)
Theoretical Hours	(2)
Practical Hours	(2)

❖ تطبق هذه الخطة الدراسية اعتباراً من بداية العام الجامعي 2008/2009

Brief Course Description:

❖ The main goal of this course is to equip the students with the necessary communication skills in everyday life & work situations and improve their abilities in technical writing to meet market needs. For this course, the English language is the language of teaching & the means of communication for all classroom situations.

Course Objectives:

This course aims to:
1. Know how to deal with individuals and groups on various levels.
2. Listen and respond effectively.
3. Deal with meetings.
4. Write technical documents including reports, letters resumes, memos, and e-mails.
5. Present him/her self clearly and relevant matters using the available media.
6. Use graphics and numbers to illustrate main ideas.

Detailed Course Description:

Unit No.	Unit Name	Unit Content	Time Needed
Part I: Communication Skills			
1.	**introduction to Communication Skills**	▪ Communication concept and process ▪ Communication competence ▪ Interpersonal vs. impersonal communication ▪ Types of communication	
2.	**Work Environment Communication**	▪ Rules of dealing with the others ▪ Dealing with the manager ▪ Dealing with the colleagues ▪ Dealing with the inferiors ▪ Dealing with the customers ▪ Dealing with different personality patterns ▪ Work environment concept ▪ Work environment communication patterns ▪ Dealing with stress and pressure	
3.	**Effective Telephoning**	▪ Preparing for a telephone call ▪ Tips on using the phone ▪ Evaluate your telephone voice ▪ Key vocabulary about telephoning ▪ Receiving calls & taking messages ▪ Structuring a message ▪ Asking for repetition, clarification & ▪ Responses ▪ Active listening & reflective questions ▪ Handling complaints ▪ Recognizing closing signals & effective closing	
4.	**Effective Meeting**	▪ Arranging meetings ▪ Effective meeting ▪ Characteristics of effective meeting ▪ An informative meeting ▪ A problem solving meeting ▪ A brainstorming meeting ▪ A specific conflict meeting ▪ A training meeting ▪ Key features of an effective meeting ▪ Controlling the direction of a meeting ▪ Interrupts & conflicts & finishing a point	

❖ **تطبق هذه الخطة الدراسية اعتباراً من بداية العام الجامعي 2008/2009**

		▪ Questioning & clarifying ▪ Obtaining consensus & making difficult decisions ▪ Techniques to facilitating consensus ▪ Group meetings	
5.	**Effective Presentation**	▪ Determining the purpose of the presentation. ▪ Key features of effective presentation ▪ Determining the topics of the presentation. ▪ Preparation of the presentation topics. ▪ supporting presentation points ▪ Using visual aids. ▪ Conducting your presentation ▪ Making a good introduction. ▪ making well designed and well presented visual aid (how to make power point presentation) ▪ Importance of body language. ▪ Making an effective ending to a presentation ▪ Handling questions effectively	
Part II: Technical Writing			
6.	**Introduction to Technical Writing**	▪ Types of writing: formal and informal ▪ Characteristics of formal and informal writing ▪ Characteristics of informal writing	
7.	**Guidelines in Usage & Style for Technical Writing**	▪ Paragraph and section development ▪ Controlling sentence length ▪ Coherence and wordiness ▪ Technical vocabulary ▪ Abbreviations and acronyms	
8.	**Technical Correspondence**	▪ Letters ▪ Resumes (C.V.) ▪ Memos ▪ E-mails	
9.	**Reports and Technical Articles**	▪ Report format and structure ▪ Types of reports ▪ Procedures of reports writing ▪ Graphics and illustrations ▪ General outlines types ▪ Discussion of sample technical articles	
10.	**Jobs and Careers**	▪ Applying for jobs ▪ Filling in application forms ▪ Preparing for job interview ▪ Participating in job interview simulations	

Evaluation Strategies

Exams		Percentage		Date
Exams	First Exam	20%		--/--/----
	Second Exam	20%		--/--/----
	Final Exam	50%		--/--/----
Homework and Projects		5%		
Discussions and lecture presentations		5%		

Textbooks and References:

1. **Communication Skills**. Masoud Nasro. Dar Safa Publishing and Distributing, Amman, First Edition, 2001.
2. **A Guide to Letter Writing**. Geddes and Grosset, David dale House, New Lanark, 2005.