Module Outline:

Part 1: Communication skills

1) Professional presentation skills (2 weeks):

This course is designed to help participants develop effective presentation skills. It will cover the essential elements of successful presentations, including:

- The role of the presenter
- Preparation and planning: Why, who, where, when and what and how
- Structuring the content for maximum impact: Introduction to the topic, the middle part, the conclusion and introduction, example presentation
- Effective delivery techniques: Techniques used in successful presentations and how to manage the questions & answers session

The course will delve into preparation and planning, including how to determine the why, who, where, when, and what of a presentation, and how to organize and structure the content for maximum impact. Participants will learn how to structure their presentations with a clear introduction, middle, and conclusion, and how to use examples and visual aids to support their message.

The course will also explore the role of the presenter and the importance of understanding the audience, the purpose of the presentation, and the message to be conveyed. Participants will learn how to identify their audience's needs and tailor their presentations to meet those needs. In addition, the course will also cover effective delivery techniques, including how to use body language and tone of voice to engage the audience and convey the intended message. Participants will learn how to handle questions and answers effectively, and how to use techniques such as storytelling, strong statements and humour to keep the audience engaged.

Learning outcomes:

By the end of the course, participants will have the knowledge and skills to create and deliver effective presentations that engage and inspire their audience.

2) Understanding workplace communication (2 weeks)

Understanding workplace communication topic was designed to help participants develop effective communication skills in the workplace. It will provide an understanding of the importance of effective communication in the workplace and the various topics that will be covered in this course. The course will cover the following topics:

1. Understanding workplace communication: The course will provide an overview of the different types of communication that occur in the workplace and the importance of effective communication in achieving organizational goals.

2. Communicating with colleagues: Participants will learn how to communicate effectively with colleagues, including how to build and maintain positive relationships, handle disagreements, and navigate office politics.
3. Dealing with conflict: The course will cover strategies for dealing with conflict in the workplace, including how to identify the source of the conflict, communicate effectively in the midst of a disagreement, and resolve conflicts in a constructive manner.
4. Characteristics of effective communication: Participants will learn about the key characteristics of effective communication, such as clarity, brevity, and conciseness, and how to apply these principles in their own communication.
5. Communication process: Participants will learn about the different stages of the communication process, including encoding, transmission, decoding, and feedback, and how to use this knowledge to improve their own communication.
6. Barriers to effective communication: Participants will learn about the different barriers that can prevent effective communication, such as language barriers, cultural barriers, and technology barriers and how to overcome them.
7. Communicating a positive online presence: Participants will learn about the importance of maintaining a positive online presence and how to use social media and other online platforms to communicate effectively and professionally.
8. Workplace behaviours: Participants will learn about the different types of behaviors that are expected in the workplace and how to adapt their communication style to suit different situations and audiences.

Learning outcomes:

By the end of the course, participants will be able to understand different types of workplace communication and its importance, communicate effectively with colleagues, build positive relationships and handle conflicts, apply key principles of effective communication, such as clarity, brevity, and conciseness, identify and overcome barriers to effective communication in the workplace.

Assessment (25 marks)

1) Presentation: Create a presentation on a topic of the student's choosing. Required to submit a written report/evidence of how the presentation was planned, motivation for structuring and content choices and materials used (e.g. PowerPoint). They will also be asked to assess their learning outcomes. Presentation will be 10-15 slides (15 minutes), document will be 800-1000 words.

(**15 marks**)

2) MCQ on workplace communication 15- 20 questions

(**10 marks**)

Innovation in the workplace

Innovation in the workplace topic was designed to help students develop the skills and knowledge necessary to identify and successfully file patents in the workplace. The course will cover the following topics:

1. Understanding Intellectual Property (IP): Participants will learn about the basics of intellectual property, including what it is, how it is protected, and the different types of IP infringement. They will also learn about the process of filing patents, including design patents and utility patents.
2. Evaluating a patentable idea: Participants will learn how to evaluate a patentable idea, including steps to take, background research, and expanding the coverage of the idea.
3. Creating an invention disclosure: Participants will learn how to create an invention disclosure document for a fictional patent. They will learn about the key elements of an invention disclosure, including the problem the invention solves, the invention's main features, and its potential uses.

Learning outcomes:

In addition to increasing their understanding of IP, this course will help participants to identify patentable opportunities and create clear and concise invention disclosure document, which is crucial to the patent process. This knowledge and skills will increase their chances of success in filing patents and also increase their chances of getting monetary rewards from companies.

Assessment (25 marks)

MCQ on workplace innovation

(25 marks)