

WBL101 Workplace Communication and Decision-Making

Level: 1

Credit Units: 5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY SEMESTER

Synopsis:

This course will teach students the importance of communication in shaping and driving the decision-making process in organisation and at workplace. Effective communication at workplace or over a work-based problem will help decision-makers to explore different approaches with the right knowledge and information for their decision. Students will also be taught on how group dynamics will affect the effectiveness and efficiency of communication and decision-making process in organisation.

Topics:

- Types of communication and techniques
- Roles of persuasive communication in engaging stakeholders
- Breaking communication barriers at workplace
- Importance of workplace communication
- Communication media used in organisation
- Decision-making context
- Individual decision styles in workplace
- Rational decision making process
- Intuition and judgement in decision
- Group decision making process for work-based problem
- Strategic decisions in organisation
- Ethical consideration for decision implementation

Learning Outcome:

- Define the effectiveness of each communication tools at workplace
- Identify the communication approach to narrate work-based problems
- Explain the decision-making process in organisation
- Employ effective communication techniques to persuade stakeholders
- Apply knowledge and skills for decision-making
- Contrast various alternatives in deciding the solution

Assessment Strategies (Evening Class):

Components	Description	Weightage Allocation (%)
Overall Continuous Assessment	QUIZ 1	10
	TUTOR-MARKED ASSIGNMENT 1	15
	GROUP BASED ASSIGNMENT 1	25
Overall Examinable	ECA-VIDEO	50

Components		
Total		100