

**NEW ZEALAND INSTITUTES OF TECHNOLOGY AND POLYTECHNIC
QUALIFICATIONS IN INFORMATION & COMMUNICATIONS TECHNOLOGY**

PRESCRIPTION: BS320 INTERPERSONAL COMMUNICATION

AIM OF MODULE:	To enable students to begin developing a knowledge of communication skills appropriate for the workplace.
CREDITS:	5
STUDENT LEARNING HOURS:	50
CONTENT REVISED:	2002
PRESCRIPTION EXPIRY DATE:	November 2013

Level and Assessment Schedule

TOPICS	Highest Skill Level				Suggested Assessment Percentage
	R	C	A	P	
1. Communication Skills			*		40
2. Nonverbal Communication			*		25
3. Verbal Presentation			*		35
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LEARNING OUTCOMES

The student will:

- A 1 Apply a simple communication process in a variety of pre-defined situations.
- A 2 Apply appropriate nonverbal communication in a variety of pre-defined situations.
- A 3 Address a group on a prepared topic using appropriate verbal and nonverbal presentation skills.

CONTENT

1 COMMUNICATION SKILLS

- Use a simple communication process to identify elements of interpersonal communications
- Use basic listening skills, such as hearing, attending, understanding and paraphrasing, to effectively comprehend the topic under discussion
- Use communication techniques to achieve effective use of the telephone in the workplace
- Apply simple questioning techniques to a range of situations
- Practise giving and receiving verbal instructions

2 NONVERBAL COMMUNICATION

- Identify and demonstrate a variety of examples of nonverbal communication
- Recognise common body language

3 VERBAL PRESENTATION

- Identify simple approaches to preparing and making verbal reports
- Demonstrate the basic concepts of voice projection and modulation by giving a short presentation to a small group on a prepared topic