

**National University of Singapore
NUS Business School
Department of Management and Organisation**

Module: MNO2706: Communication for Business Leaders

Session: Semester 1, AY2021/22

Instructors:

Prof. Audrey Chia

bizchiaa@nus.edu.sg

65166441

BIZ1, 08-47

Ms. Indira Pant

bizip@nus.edu.sg

6601 3318

BIZ2, 03-49

Module Description:

To lead effectively, we need to communicate well.

Effective communication enables you to develop relationships, listen actively, ask thoughtful questions, and present ideas clearly. It can contribute to your employability and career success. In this module you will learn the vital elements of business communication, and have several opportunities to practice what you have learnt. We shall use cases and examples from real life. The cultural and ethical aspects of communication will also be considered.

Learning Outcomes:

By the end of this module, you will have greater awareness of yourself as a communicator, and of:

- **Principles of effective communication for business leaders**
- **Practices that are central to effective communication and leadership:** active listening, verbal and non-verbal communication, giving feedback, and storytelling.
- **Opportunities and constraints** associated with communication in virtual settings.

Modes of Teaching and Learning:

This is an interactive module that allows you to develop the skills and knowledge to communicate well as a business leader. We shall focus on oral communication, especially in technology-mediated and virtual settings.

Classes will be conducted in a seminar format. The course will be learner-centered. We shall set norms of openness, participation and preparedness because much of the learning in this course will be via peer- and self-learning. To gain the most from each class, you should:

- Be prepared for all classes, having completed the readings and assignments.
- Be open-minded and participate actively in class
- Be willing to question, think critically and learn from others.

You will also learn from the variety of resources (such as videos and articles) throughout the semester. Learning activities include lectures, peer teaching, peer feedback, critiques, coaching and reflection.

Syllabus

This module is organised in three inter-related parts.

Part A (sessions 1-3): Setting the stage.

Part B (sessions 4-8): Practising, giving feedback, learning from others.

Part C (sessions 9-12): Constructing and telling stories, integrating what we have learnt.

Schedule

Session	Content
1	Introduction to the module and to one another Principles of communication
2	Verbal communication
3	Nonverbal communication Body language & presence
4	Giving & receiving feedback Practice individual presentations. Topic: What's your passion?
5	Review of practice presentations Oral coaching clinics (in groups)
6	Communicating in Teams
7	Graded individual presentations (Topic TBA)
8	Oral coaching clinics
9	Oral coaching clinics
10	Storytelling and Persuasion
11	Project consultation and preparation
12	Project presentations and peer feedback
13	Summary and integration of learning

***There may be changes to the schedule if other learning opportunities present themselves.**

Readings and learning resources:

Articles, videos, exercises and multimedia links will be made available on LumiNUS. You are expected to read, watch and fully utilize these opportunities for learning.

Assessment (%)

Module grades are based on evaluations of both individual and collaborative work. Your final grades reflect your performance relative to that of your peers. Assignments will be uploaded progressively over the semester. Please follow the instructions carefully.

Participation and contributions to learning	25%
Individual presentation	25%
Individual learning journal	15%
Group project presentation	35%
Total	100%

ACADEMIC HONESTY; NO PLAGIARISM

Please acknowledge all references and sources that you use in your work. This is not just good manners but also academic honesty. Please note the University's policy below:

"Academic integrity and honesty are essential for the pursuit and acquisition of knowledge. The University and School expect every student to always uphold academic integrity & honesty. Academic dishonesty is any misrepresentation with the intent to deceive, or failure to acknowledge the source, or falsification of information, or inaccuracy of statements, or cheating at examinations/tests, or inappropriate use of resources.

Plagiarism is 'the practice of taking someone else's work or ideas and passing them off as one's own' (The New Oxford Dictionary of English). The University and School will not condone plagiarism. Students should adopt this rule - You have the obligation to make clear to the assessor which is your own work, and which is the work of others. Otherwise, your assessor is entitled to assume that everything being presented for assessment is being presented as entirely your own work. This is a minimum standard. In case of any doubts, you should consult your instructor."

Additional guidance is available at:

<http://www.nus.edu.sg/registrar/adminpolicy/acceptance.html#NUSCodeofStudentConduct>

Online Module on Plagiarism:

<http://emodule.nus.edu.sg/ac/>