

**COURSE DATA****Data Subject**

<b>Code</b>	42744
<b>Name</b>	Workshop on oral and written communication and reporting
<b>Cycle</b>	Master's degree
<b>ECTS Credits</b>	3.0
<b>Academic year</b>	2023 - 2024

**Study (s)**

<b>Degree</b>	<b>Center</b>	<b>Acad. year</b>	<b>Period</b>
2126 - Master's Degree in Human Resources Management	Faculty of Social Sciences	2	First term

**Subject-matter**

<b>Degree</b>	<b>Subject-matter</b>	<b>Character</b>
2126 - Master's Degree in Human Resources Management	4 - Social skills	Obligatory

**Coordination**

<b>Name</b>	<b>Department</b>
ZURRIAGA LLORENS, M.DEL ROSARIO	306 - Social Psychology

**SUMMARY**

This subject is quarterly and mandatory. In it, the students will acquire the skills and techniques necessary for the practical implementation of many of the knowledge acquired in other subjects.

It is a very practical subject which aims to develop the social skills of future human resource managers. Specifically, this workshop focuses on oral and written communication skills.

Students will receive theoretical and conceptual basis for understanding the processes underlying human communication both orally and in writing. In addition, it will be much emphasis on practical training to develop social communication skills.



## PREVIOUS KNOWLEDGE

### Relationship to other subjects of the same degree

There are no specified enrollment restrictions with other subjects of the curriculum.

### Other requirements

Those established by the University of Valencia

## COMPETENCES (RD 1393/2007) // LEARNING OUTCOMES (RD 822/2021)

### 2126 - Master's Degree in Human Resources Management

- Students should communicate conclusions and underlying knowledge clearly and unambiguously to both specialized and non-specialized audiences.
- Students should be able to self-organise, which means systematically planning and setting realistic time schedules for the different tasks in their personal agenda, prioritising their activities, attending to criteria of urgency and importance, using explicit tools and procedures to control the level of performance and optimising time.
- Students should have the ability to communicate, influence and be effective in interpersonal relationships.
- Students should be able to prepare reports and make oral presentations related to human resources management.
- Students should develop a certain tolerance for uncertainty.

## LEARNING OUTCOMES (RD 1393/2007) // NO CONTENT (RD 822/2021)

In this subject it is intended that the students develop their communication skills, oral and written. In this way, students will be able to competently prepare and present an oral presentation on a topic and prepare written reports in the business context.

## DESCRIPTION OF CONTENTS

### 1. Fundamentals of human communication

Basic questions about communication. The process of communication. Aspects that make communication difficult. Types of communication. Nonverbal communication. Skills to improve communication. Active listening.



**2. Preparation and practice of oral presentations**

- Aspects to consider for presentations.
- Preparation of the presentation.
- Preparation of visual aids.
- Verbal and nonverbal skills to expose the presentation in public.
- Techniques to cope with fear of public speaking.
- Practice oral presentation with feedback by teachers and other students.

**3. Written communication and reporting**

- Characteristics of written communication.
- Some types of written communication: business letter, letter to respond to an offer of employment and self-presentation to attach the curriculum, memorandum; resume.
- Preparation of reports: types of reports; elements to consider for a good report, how to prepare a report, rules for proper wording.
- Prepare a written report with feedback from the teacher.

**WORKLOAD**

ACTIVITY	Hours	% To be attended
Theory classes	18,00	100
Tutorials	6,00	100
Classroom practices	6,00	100
Development of individual work	8,00	0
Study and independent work	8,00	0
Readings supplementary material	8,00	0
Preparation of evaluation activities	20,00	0
Resolution of online questionnaires	1,00	0
<b>TOTAL</b>	<b>75,00</b>	

**TEACHING METHODOLOGY**

The teaching-learning methodology will be framed in the cognitive-constructivist theory of learning that emphasizes active student role essentially. The student will be the protagonist of their education and he or she will seek to develop meaningful learning based on prior knowledge. The professor will act as mediator and facilitator of learning using motivational techniques.



Specifically, the following types of activities will be carried out:

- **Lectures.** The method used will be the participatory lecture to present the contents of the subject. Participatory intervention of the students will be enhanced.
- **Practical classes.** There will be various activities consisting of exercises to practice communication skills. In addition, each student must make an oral presentation and a written report.
- **Tutorial** sessions for adequate monitoring of the training activities.

## EVALUATION

Given the practical nature of this workshop, to pass the subject is necessary to do two evaluable activities:

1. To prepare and conduct an oral presentation on a subject freely chosen by the student (50% of the final mark). In the evaluation of this activity, the way in which its content has been organized, the quality of the audiovisual support that has been used, and the communication skills shown during the presentation will be considered.
2. To make a written report (30% of the final mark). For the evaluation of this report will be considered primarily the following: text wrapping to the type of report selected, the document structure and the correct wording.

There will also be a continuous assessment of students based on their attendance and observation of their attitude and participation in various training activities (20% of the final mark). For this reason, it is necessary to attend at least 80% of the sessions to pass the course on the first call.

It is required to present these reports to pass the course. In the case that the students do not submit these reports, cannot pass the course on the first call.

If the number of students with qualifications deserving honors exceeds the number of honors allowed by University of Valencia regulations, the quality of the work presented and the attendance and participation in the classes will be considered to award them.

To pass the subject on second call, students must make the oral presentation and present the written report. If students have not attended at least 80% of the sessions of the course, the maximum mark they can obtain is an 8.

The grading of the course will be subject to the provisions of the Grading Regulations of the University of Valencia (ACGUV 12/2004). [<http://www.uv.es/graus/normatives/Reglamentqualificacions.pdf>]

In the case of fraudulent practices, copying or plagiarism, the procedure will be as established by the Protocol of action in the case of fraudulent practices of the University of Valencia (ACGUV 123/2020): [<https://www.uv.es/sgeneral/protocols/c83.pdf>]



## REFERENCES

### Basic

- Van-der Hofstadt, C.J. (2005). El libro de las habilidades de comunicación. Madrid, Diaz de Santos.
- Moral, F y Igartua, J.J. (2005). Psicología Social de la Comunicación. Aspectos teóricos y prácticos. Málaga, Ediciones Aljibe
- Bados, A. (1991). Hablar en público. Guía práctica para lograr habilidad y confianza. Madrid: Pirámide.
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- Urcola, J. L., & Tellería, J. L. U. (2003). Cómo hablar en público y realizar presentaciones profesionales. Esic Editorial.
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- Zúñiga A. (2012). Hablar bien en público. Madrid: Planeta.
- Sánchez, O., Herrero, R., & Hortigüela, M.A. (2018). Comunicación oral y escrita en la empresa UFO521. Madrid: Paraninfo.
- Gil-Santos, L.; Barrios-Pitarque, C. & Freixa-Matalonga, R. (2018). Presentaciones para seducir al público. Eunsa, Ediciones Universidad de Navarra.