

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

Code	42744
Name	Workshop on oral and written communication and reporting
Cycle	Master's degree
ECTS Credits	3.0
Academic year	2017 - 2018

Study (s)

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

Subject-matter

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

Coordination

Name	Department
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 apply acquired knowledge to solve problems in unfamiliar contexts within their field of study, including multidisciplinary scenarios.
- Students should be able to integrate knowledge and address the complexity of making informed judgments based on incomplete or limited information, including reflections on the social and ethical responsibilities associated with the application of their knowledge and judgments.
- Students should communicate conclusions and underlying knowledge clearly and unambiguously to both specialized and non-specialized audiences.
- Students should demonstrate self-directed learning skills for continued academic growth.
- 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 be able to initiate, lead, promote and facilitate interactions, as well as to manage groups of people.
- 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 have assertive communication and negotiation skills. This means being able to carry out negotiations related to the direction and management of human resources, and being able to carry out a mediation activity that facilitates an adequate management of human resources.
- Students should be prepared for lifelong learning and self-development. The individual develops the ability to incorporate new knowledge, skills and professional competences.
- Students should be able to establish mechanisms to guide and motivate workers.
- Students should understand group processes.



- Students should be able to adapt to change and be creative. In this sense, they should develop the ability to modify predictable and habitual behaviour in order to adapt to the demands of different situations without substantially modifying the final objectives of the work processes (incorporating new data from the environment).
- Students should develop appropriate interpersonal and team relations.
- Students should develop a certain tolerance for uncertainty.
- Students should understand and be able to develop leadership processes in human resources management by promoting systems of participation in the organisation and developing an appropriate internal communication policy.

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

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

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 group work	2,00	0
Development of individual work	3,00	0
Readings supplementary material	4,00	0
Preparation of evaluation activities	35,00	0
Resolution of online questionnaires	1,00	0
TOTAL	75,00	

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

Due to the eminently practical nature of this oral and written communication workshop, the evaluation of the subject will be carried out through two evaluation systems:

1. Evaluation of an assignment done by the student (80% of the final grade). This assignment comprises two parts:

Part I: Prepare and make an oral presentation on a topic freely chosen by the student (40% of the final



grade). The evaluation of this activity will take into account the way in which the content of the activity has been organized and the communication skills shown during the presentation.

Part II Make a written report about the workshop (40% of the final grade). In the evaluation of this report, the following aspects will be considered fundamentally: the adjustment of the text to the type of report selected, the structure of the document and the correct wording of the report.

It is necessary to present both parts of the work to overcome the subject. In the event that the students do not present any of the two parts, they will not be able to surpass the subject

2. Continuous evaluation of the students based on their attendance and observation of their attitude and participation in the different training activities (20% of the final grade). Due to its nature, this evaluation system is no recoverable in a second call.

REFERENCES

Basic

- Van-der Hofstadt, C.J. (2005). El libro de las habilidades de comunicación. Madrid, Díaz 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.
- Puchol, L. (1997). Hablar en público. Madrid: Díaz de Santos
- Velilla, R. (1995). Guía práctica para la redacción de informes. Barcelona: Edunsa