

Communication at the Workplace

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FORWARD

It is with great pleasure that I write the foreword to this book written by the lecturers from the Department of Communication and Department of Languages. In today's world, engineers are not only responsible for practicing engineering but also for documenting it and making their knowledge available to others. This goal is very important and is amplified by the knowledge that how well engineers conduct research, write and publish has a great impact on the advancement of their careers. It is hoped that this book will pave a way for them to fulfill the aforementioned goals. The authors of this book have managed to integrate rhetorical intricacies of technical communication with relevant grammatical resources to design a pedagogically informative plan, with real-world issues involving engineering activities, processes and products. Besides, this book is organized in order of reader need and the choice of tasks is a testimony to the writers' understanding of the pedagogic complexities of professional discourses. I have no doubt that the lecturers and students of UTeM would be able to gain much from this book.

Associate Professor Dr. Hjh. Hanipah Hussin
Dean of Centre for Languages and Human
Development

P r e f a c e

This book has been revised extensively to better meet students' and instructors' needs. This book has 14 chapters to cover the necessary communication skills needed by those seeking for a job, recommending a project in a report, conducting meetings, and delivering oral presentations.

Being proficient in general usage of English is not a guarantee of success in the field of engineering as general English differs from technical English. While English of general usage deals with topics of general nature, technical English deals with activities related to engineering and technical field. The contents of this book demonstrate one approach to learning technical English. Being familiar with technical English provides a better chance to become more successful in technical field.

Educators, learners and practitioners of engineering will find this book useful as it deals with skills which, according to engineering content specialists, are needed by engineering graduates.

A c k n o w l e d g e B e s t s

We owe a debt of thanks to all those whose time, concern and efforts were given during the process of producing this book. A special note of thanks to the Dean of Centre for Languages and Human Development, Associate Professor Dr. Hj. Hanipah Hussin whose nurturing has been instrumental in our personal development. A word of thanks is also due to The Head of Department of Communication, Mdm. Safiah Sidek for her encouragement and gentle prodding as the writing proceeded. This book would never have seen the light of day without her support.

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C O U R S E O U T L I N E

Course Objectives

At the end of the course, students should be able to:

- communicate orally in a fluent, effective and confident manner.
- acquire and use the essential skills in speech delivery.
- master skills in organizing and delivering a presentation.
- acquire the communicative skills necessary in entering the job market.
- participate effectively in a meeting and small group discussion
- use correct language in speaking and writing.

Course Evaluation

Evaluation	Percentage	Date
Application Letter	5	Week 6
Resume	5	Week 6
Job Interview	10	Week 7
Case Study	10	Week 10
Mock Meeting	10	Week 11
Minutes of Meeting	5	Week 11
Recommendation Report	10	Week 15
Oral Presentation	10	Week 13 & 14
Attendance & Participation	5	Week 14
Final Exam	30	Week 17
TOTAL	100	