MODULE DESCRIPTION FORM

نموذج وصف المادة الدراسية

Module Information معلومات المادة الدراسية					
Module Title	**Communication skills**			**Module Delivery**	
Module Type	**Elective**			☒ **Lecture**	
Module Code	**IT3105**				
ECTS Credits	**2**				
SWL (hr/sem)	**50**				
Module Level	UGIII		**Semester of Delivery**	1	
Administering Department	Information Technology		**College**	College of Computer Science and Information Technology	
Module Leader	Karar Sadeq Mohsin		**e-mail**	karrar.sadeq@uowa.edu.iq	
Module Leader's Acad. Title	Asst. Lecture		**Module Leader's Qualification**	**MSc**	
Module Tutor	Karar Sadeq Mohsin		**e-mail**	karrar.sadeq@uowa.edu.iq	
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Scientific Committee Approval Date	01/09/2026		**Version Number**	V1.0	

Relation with other Modules العلاقة مع المواد الدراسية الأخرى			
Prerequisite module	-	**Semester**	-
Co-requisites module	-	**Semester**	-

Department Head Approval **Dean of the College Approval**

Module Aims, Learning Outcomes and Indicative Contents	
Module Aims	This course aims to introduce students to communication skills which is the ability to convey information and ideas to another effectively and efficiently. With excellent communication skills, the students will be able to interact with people in different situations like personal interaction, public speaking, or communication in the workplace. Good verbal, nonverbal, and written communication skills will help facilitate the sharing of information between people within a company for its commercial benefit.
Module Learning Outcomes	1. The ability to identify communication skills to be followed in the world of information technology. 2. The ability to analyze problems and identify the required solutions. 3. The ability to research and study the latest findings of the world in the field of communication skills, which is of great importance in our world today and in our private and public societies. 4. Understanding the procedures that support communication skills, trying to apply them, and finding the best solutions for them. 5. The ability to use effective communication skills in the field of information technology and benefit from the positive aspects and avoid the negative things and problems that constitute the most dangerous currents for all humanity.
Indicative Contents	1. Demonstrate knowledge of communication skills. 2. Apply communication skills theories when using a variety of information technology tools. 3. Communication skills enable individuals (students) to understand others and to be understood by using a variety of aspects that are important in the context of these skills, such as listening, speaking, observing, and empathy. 4. Communication skills help the students speak, listen, observe, and empathize with others by using verbal and non-verbal communication in an effective manner. 5. Verbal communication skills include the way you use written or spoken words while non-verbal communication refers to your body language, facial expressions and sorts of nonverbal signals.

Learning and Teaching Strategies	
Strategies	The learning and teaching strategies for studying the communication skills subject in the IT department involve: ✓ Lectures. ✓ Interactive discussions. ✓ Online resources, assessments, and feedback aid in reinforcing learning. ✓ Use material like videos that showcase conversation skills. ✓ Create a learning environment that fosters critical thinking. ✓ Promote teamwork through group assignments. ✓ Promote active listening. ✓ Assessments which include individual assignments, quizzes, and examinations. ✓ Offering feedback. These strategies ensure a comprehensive understanding of communication skills and their relevance in the IT field.

Student Workload (SWL)			
Structured SWL (h/sem)	30	**Structured SWL (h/w)**	2
Unstructured SWL (h/sem)	17	**Unstructured SWL (h/w)**	1.13
Total SWL (h/sem)	47 + 3 final = 50		

Module Evaluation

		Time/Number	Weight (Marks)	Week Due	Relevant Learning Outcome
Formative assessment	**Quizzes**	4	3 (12%)	4,6,10,12	
	Onsite Assignments	2	3 (6%)	3,10	All
	H.W	4	3 (12%)	4,8,10,12	All
	Report	2	5 (10%)	4,12	All
Summative assessment	**Midterm Exam**	2hr	10% (10)	5,11	
	Final Exam	3hr	50% (50)	16	
Total assessment			100% (100 Marks)		

Delivery Plan (Weekly Syllabus)	
	Material Covered
Week 1	- General Introduction to the field of communication skills. - Explain the Communication Skills Definitions and their purpose.
Week 2	- Communication with employers. - Elements of Communication Skills.
Week 3	- Communication skills methods (listening & hearing).
Week 4	- Communication Functions
Week 5	Speaking - Speaking requires - Feature: Oral - Communication
Week 6	- Challenges (face-to-face). - Disadvantages. - Rules of Speaking.
Week 7	- Listening Skills - Discuss how can you improve your listening & communication skills?
Week 8	Reading - Reading Strategies
Week 9	Writing - Interpersonal Communication Skills. - Managers need to perform 3 inter-related roles
Week 10	Establishing Rapport. - Meaning of Establishing Rapport. - How do you go about establishing Rapport?
Week 11	Series of Experiences (formal & Informal).
Week 12	Levels of communication. - Verbal and Non-Verbal (Formal & Informal).
Week 13	Verbal. - Characteristics of effective verbal communication. - Merits. - Demerits.
Week 14	Barriers to effective verbal communication. - Intra verbal: intonation of word and sound. - Aspects of intonation. - Extra verbal: implication of words and phrases, semantics.
Week 15	Non-Verbal. Features: - Importance of non-verbal communication. - Gestures. - Postures. - Movements. - Symbolic. - Disagreement between verbal and nonverbal messages.
Week 16	**Preparatory week before the Final Exam**

Learning and Teaching Resources

	Text	Available in the Library?
Required Texts	The Handbook of Communication Skills, Fourth Edition Edited by Owen Harg, 2019, Fourth edition published 2019 by Routledge 2 Park Square, Milton Park, Abingdon, Oxon, OX14 4RN and by Routledge 711 Third Avenue, New York, NY 10017.	
Recommended Texts	J. E. Chatman, A. Johnson, E. White, and R. L. Bell, "The leader as effective communicator," Am. J. Manag., vol. 20, no 2, pp. 22–32, 2020.	

Grading Scheme

Group	Grade	Mark	Marks (%)	Definition
Success Group (50 - 100)	**A -** Excellent	Excellent	90 - 100	Outstanding Performance
	B - Very Good	Very Good	80 - 89	Above average with some errors
	C - Good	Good	70 - 79	Sound work with notable errors
	D - Satisfactory	Fair / Average	60 - 69	Fair but with major shortcomings
	E - Sufficient	Pass / Acceptable	50 - 59	Work meets minimum criteria
Fail Group (0 – 49)	**FX –** Fail	Fail (Pending)	(45-49)	More work required but credit awarded
	F – Fail	Fail	(0-44)	Considerable amount of work required

Note: Marks Decimal places above or below 0.5 will be rounded to the higher or lower full mark (for example a mark of 54.5 will be rounded to 55, whereas a mark of 54.4 will be rounded to 54. The University has a policy NOT to condone "near-pass fails" so the only adjustment to marks awarded by the original marker(s) will be the automatic rounding outlined above.