

HSS100.5 Professional Communication Skills

Name of Unit 1 (Unit Code 1)

Professional Communication Skills (HSS100.5)

SECTION 1 – GENERAL INFORMATION

Administrative details

Associated higher education awards	Duration	Level	Unit Coordinator
Diploma of Applied Social Science	One Semester	1 st Year Level 5	Ilona Potter
Bachelor of Counselling	One semester	1 st Year Level 5	Ilona Potter

Core or elective unit

Indicate if the unit is a

 core unit elective unit other (please specify below):

Unit weighting

Using the table below, indicate the credit point weighting of this unit and the credit point total for the course of study (for example, 10 credit points for the unit and 320 credit points for the course of study).

Unit credit points <i>Example: 10 credit points</i>	Total course credit points <i>Example: 320 credit points</i>
6	48/144

Student workload

Using the table below, indicate the expected student workload per week for this unit.

No. timetabled hours per week*	No. personal study hours per week**	Total workload hours per week***
3	7	10

For those students requiring additional English language support, how many additional hours per week is it expected that they will undertake?

Additional English language support: ___n/a___ hours per week

Pre-requisites and co-requisites

Are students required have undertaken a prerequisite or co-requisite unit for this unit?

Yes No

SECTION 2 – ACADEMIC DETAILS

Unit Descriptor

Provide below a brief unit description, which includes a summary of the key content of the unit.

This unit introduces students to interpersonal communication, and the factors that influence its efficacy. Key communication principles, interpersonal communication skills and blocks to effective communication are examined. Topics covered include personal and social factors influencing communication, effective conflict management and skills, public speaking and communicating via technology.

The aim is to develop understanding of communication theory, as well as self-awareness and personal growth in the students' interpersonal and professional communication style.

Learning Outcomes for Unit

Learning outcomes for unit:

1. Describe the key communication principles and their relevance to personal and professional contexts and conflict situations.
2. Critically investigate the impact of self on others within the context of communication, using self-awareness and self-knowledge.
3. Integrate communication principles in practice informed by self-appraisal.

Assessment tasks

Type * <i>(see examples noted below this table)</i>	Learning Outcome/s assessed	When assessed – year, session and week <i>(for example, year 1, semester 1, week 1)</i>	Weighting <i>(% of total marks for unit)</i>
Tutorial Papers Engaging with both pre-reading and exercises to answer questions on four topics (interpersonal communication and active listening, communicating verbally and non-verbally, culture and identity and self-awareness). Integrative Summary - integrating and summarising the key learning from the tutorial papers, including discussion of theory and application demonstrating personal growth. 3000 words	1, 2 & 3	Weeks 2, 3, 4, 6 and 8	40%
Case Study Essay Describing effective and ineffective communication choices within a conflict situation and identifying these within a case study. Discuss conflict escalation factors and apply a conflict management model. Equivalent to 1,250 words	1	Week 11	30%
Professional and Public Communication Skills Paper Outlining key communication skills and a critique of the student's application of these skills via oral presentations. 1,000 words	1, 2 & 3	Week 14	30%

2.1 Prescribed and recommended readings

Provide below, in formal reference format, a list of the prescribed and recommended readings for the unit.

Required textbooks

West, R. & Turner, L. (2018). *Interpersonal communication*. (4nd edn.). SAGE Publishing.

The following is also recommended:

McKay, M., Davis, M., & Fanning, P. (2018). *Messages, the communication skills book*. (4th edn). New Harbinger.

Recommended reference list:

Adler, R.B. (2017). *Looking out, looking in*. (15th edn.). Wadsworth.

Alexander, I. (2009). *You can't play the game if you don't know the rules*. Lion.

Damico, J.S., Ball, M. J. (2019). *The SAGE encyclopedia of human communication sciences and disorders*. SAGE Publications.

DeVito, J.A. (2018). *The interpersonal communication book*. (15th edn.). Pearson.

Griffin, C.L. & Bone, J.E. (2017). *Invitation to human communication* (2nd ed.). Cengage Learning.

Knapp, M.L., & Hall, J.A. (2013). *Non-verbal communication in human interaction*. (8th edn.). Wadsworth.

Littlejohn, S. W., Foss, K. A., & Oetzel, J. G. (2021). *Theories of human communication*. (12th ed.). Waveland Press.

Morreale, S.P., Spitzberg, B.H., & Barge, J.K. (2006). *Human communication: motivation, knowledge and skills*. (2nd edn.). Wadsworth.

Pease, B. (2010). *Undoing privilege: unearned advantage in a divided world*. Zed Books.

Sanders, R. E. (2021). *The work and workings of human communication*. Wiley.

Wilmot, W.W., & Hocker, J.L. (2018). *Interpersonal conflict*. (8th edn.). Mc-Graw-Hill.

Recommended journals:

Australian Journal of Communication

British Association for Counselling and Research.

Counselling and Psychotherapy Journal: CPJ.