

**Jadara University**  
**Faculty of Economics & Business**  
**Department of Business Administration**

**Bus 302402- Management Communications Skills**  
**Summer 2020-2021**

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**Course Description and Objectives:**

This course aims to provide business students with a detailed description of the communication process within organizations as well as barriers to effective communication. Students will be able to learn plenty of communication skills such as **listening, speaking, writing, responding** and **negotiating**. Also, various types of communications will be discussed and analyzed. Variety of communication exercises, **interactive discussions, self assessments, role playing** activities as well as **demonstrations** through student participation will be the norm during the lecture. In short, this course intends to enhance students' active **listening skills** to anticipate and avoid common misunderstandings, and strengthen their communication and **collaboration skills** to work confidently with others.

**Course Schedule:**

Week 1 + week 2	Chapter 1: Communication	
Week 3 + Week 4	Chapter 2: Personal Skills	
Week 5	Chapter 3: Business Correspondence	<u>Midterm exam</u>
Week 6 + Week 7	Chapter 4: The profile of a successful letter	
Week 8	Chapter 5: Capitalization and Punctuation	
Week 9	Chapter 7: Business Letters CV writing	<u>Final exam</u>

**References:**

- 1- El-Uteibi, Subhi (2005), **Effective Communications and Personal Skills**, Dar Al Hamed, Amman.
- 2- Harim, Hussein (2008), **Effective Business Communication**, Dar Al Hamed, Amman.
- 3- Locker & Kaczmarek (2010). **Business Communications: Building Critical Skills** (5<sup>th</sup> ed.). McGraw-Hill.
- 4- Thill, J. & Bovee, C. (2013). **Excellence in Business Communication**, tenth edition, PEARSON.

**Students Evaluation and Grading:**

midterm Exam            30%  
others                      20%  
Final Exam                50% (40 % for the Exam, and 10% for a paper to be prepared and presented)

Good Luck