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**SYLLABUS**  
**PROGRAM OF PUBLIC MANAGEMENT AND POLICY IN ENGLISH**  
**(E-PMP)**

LEVEL OF EDUCATION: UNDERGRADUATE

TYPE OF EDUCATION: FULL-TIME

**1. GENERAL INFORMATION**

- *Course title (Vietnamese):*      ***Kỹ năng giao tiếp***
- *Course title (English):*        ***Communication Skills***
- *Course code:*                    ***EPMP\_BT9***
- *Knowledge group:*            ***Supporting Training***
- *Credit:*                            ***2***
- *Prerequisite courses:*        ***No***

**2. THE DEPARTMENT IN CHARGE: *Economics management***

**3. DESCRIPTION**

This communication skills module is designed to equip students with basic communication skills in academic and work environments. This course combines both theory and application. Clarifying the role, position, and goals of the students, provide the tools of learning in higher education and skills training study at university

The course focuses on clarifying the primary contents of the communication. Communication is an essential function of management in organizations/businesses, and it is also a motivational tool, maintaining good internal relationships and encouraging working spirit. Individual members' creative ideas. Clarify the communication process from building a message idea, setting up a transmission plan, connecting different parts of an organization/business

In addition, the course also describes communication activities between actors in the market and communication methods in the current context

**4. REFERENCES**

- [https:// www.skillsyouneed.com](https://www.skillsyouneed.com)
- [http:// agrieconomics.uonbi.ac.ke](http://agrieconomics.uonbi.ac.ke)
- [https:// magneticspeaking.com](https://magneticspeaking.com)
- [https:// cs.eou.edu](https://cs.eou.edu)
- [http :// vietskill.com.vn](http://vietskill.com.vn)
- [https:// kynang.me](https://kynang.me)

**5. COURSE OBJECTIVES :**

<b>Goal (G<sub>x</sub>)</b>	<b>Description</b>	<b>PLO</b>	<b>Level</b>
<b>[1]</b>	<b>[2]</b>	<b>[3]</b>	<b>[4]</b>
G2 (Skill)	Have skills related to the design, message transmission media, and internal communications to external audiences such as customers and other objects	KN4	4
G3 (Level of autonomy and responsibility)	Seriously learn and access new knowledge for work. Have a sense of responsibility and cooperation in work and autonomy in work, responsible for their work results.	NLTC2	4

**6. COURSE LEARNING OUTCOME:**

<b>Goal</b>	<b>CLO (CLO<sub>x,x</sub>)</b>	<b>Description</b>	<b>Level</b>
<b>[1]</b>	<b>[2]</b>	<b>[3]</b>	<b>[4]</b>
G2 (Skill)	CLO 1.1	Have skills related to the design and message transmission media	4
	CLO 1.2	Have basic skills in internal communication protocols, with clients, and with others.	4
G3 (Level of autonomy and responsibility)	CLO 2.1	Seriously learn and access to new knowledge for work	4
	CLO 2.2	There is a sense of responsibility and cooperation at work	4
	CLO 2.3	Autonomy at work, take responsibility for their work results	4

**7. COURSE ASSESSMENT**

<b>Form of evaluation</b>	<b>Content</b>	<b>Time</b>	<b>CLO</b>	<b>Evaluation criteria</b>	<b>Ratio (%)</b>
<b>[1]</b>	<b>[2]</b>	<b>[3]</b>	<b>[4]</b>	<b>[5]</b>	<b>[6]</b>

Evaluate the learning process		Week 1-8	CLO 1.1, CLO 1.2, CLO 2.1, CLO 2.2	<ul style="list-style-type: none"> <li>- Full class participation level.</li> <li>- The level of interaction with the situations are trainers launched</li> <li>-The level of lesson preparation from home (fully, thoroughly)</li> <li>-The level of participation in group work and presentations</li> </ul>	50 %
End-of-term evaluation		Week 8	CLO 1.1, CLO 1.2, CLO 2.1, CLO 2.2, CLO 2.3	Levels of completing multiple choice exercises & personal essay (on time, quality of content and presentation, answer to questions of lecturers and classes associated with the level of knowledge, skills, and the ability to take autonomy and accountability of the learning outcomes of the module).	50 %

\* The module uses turnitin software to assess academic integrity

## 8. TEACHING PLAN

Week/ Session	Contents	CLO	Activities	Assessment
[1]	[2]	[3]	[4]	[5]

1	Introduction, defrosting, and learning objectives of section Understand what the term communication is Purpose of communication	CLO 1.1, CLO 2.1, CLO 2.2	<b>Study at home:</b> Pre-study the topic document 1 <b>Teaching and learning in class</b> - Introduction about the set and how to evaluate the set - Lecture: 1 session - Class discussion: 3 periods	
2	Four levels of communication: personal internal; between individuals; team/group; Public	CLO 1.1, CLO 1.2, CLO 2.1, CLO 2.2	<b>Study at home:</b> Pre-study the topic document 2 <b>Teaching and learning in class</b> - Lecture: 1 session - Class discussion: 3 sessions	
3	Two aspects of communication: speaking and listening	CLO 1.1, CLO 1.2, CLO 2.1, CLO 2.2	<b>Study at home:</b> Pre-study the topic document 3 <b>Teaching and learning in class</b> - Lecture: 1 session - Class discussion: 3 sessions	Assessment through diligence and group discussion, group work 50%
4	Types of communication: - Not formal - Formal	CLO 1.1, CLO 1.2, CLO 2.1, CLO 2.2	<b>Study at home:</b> Pre-study the topic document 4 <b>Teaching and learning in class</b> - Lecture: 1 session - Class discussion: 3 sessions	Homework finishes course 50%

5	<p>Communication method:</p> <ul style="list-style-type: none"> <li>- Verbal: chat, discuss; present; stated</li> <li>- Write: Text message; email; documentary.</li> <li>- Two modes of communication</li> </ul>	CLO 1.1, CLO 2.1, CLO 2.2	<p><b>Study at home:</b> Pre-study the topic document 5</p> <p><b>Teaching and learning in class</b></p> <ul style="list-style-type: none"> <li>- Lecture: 1 session</li> <li>- Class discussion: 3 class sessions</li> </ul>	
6	What is effective communication	CLO 1.1, CLO 1.2, CLO 2.1, CLO 2.2	<p><b>Study at home:</b> Pre-study the topic document 6</p> <p><b>Teaching and learning in class</b></p> <ul style="list-style-type: none"> <li>- Lecture: 1 session</li> <li>- Class discussion: 3 sessions</li> </ul>	
7	Understand the barriers to communication	CLO 1.1, CLO 1.2, CLO 2.1, CLO 2.2	<p><b>Study at home:</b> Pre-study topic material 7</p> <p><b>Teaching and learning in class</b></p> <ul style="list-style-type: none"> <li>- Lecture: 1 session</li> <li>- Class discussion: 3 sessions</li> </ul>	
8	Advice	CLO1.1, CLO1.2, CLO2.1, CLO2.2	<p><b>Study at home:</b> Pre-study topic material 8</p> <p><b>Teaching and learning in class</b></p> <ul style="list-style-type: none"> <li>- Lecture: 1 session</li> <li>- Class discussion: 3 sessions</li> </ul>	
9	Exam finish the course	CLO 1.1, CLO 1.2, CLO 2.3	Essay test and individual test: 60 minutes	Homework finishes course 50%

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## **9. COURSE REQUIREMENT**

### **9.1. Rules of class participation**

- Students are responsible for attending the complete session.
- Despite the reason or no reason, absent students are considered not completing the course and must enroll again.
- Students who do not participate in the final test shall be considered not completing the course and must enroll again.
- Students are responsible for actively researching documents, proactively preparing lessons before going to class according to the instructions and requests of lecturers
- Students will be asked to answer random questions and answers during eight sessions
- Regarding the exchange between lecturers and students: Encourage students to participate in discussions, give direct feedback with teachers about the module's content, teaching and learning methods, teaching and reading materials. Lecturers also encourage students to give feedback on the form, methods, and contents of the tests and evaluate students' learning results. Students can communicate with lecturers in class, during office hours, or via email. The valuable student feedback contributes to improving the teaching and learning quality of the module.

### **9.2. Rules of classroom behavior**

- The course is conducted on the principle of respect for learners and teachers. All acts that interfere with the teaching and learning process are strictly prohibited.
  - Students need to actively participate in lectures in class through discussions with teachers (answer and ask questions) and group discussions and presentations
  - Students must go to school on time. Students who are late more than 10 minutes after class starts will not attend the class.
  - Not make noise affects others in the learning process.
  - Not eat, drink, chew gum, use devices such as phones, music players during class.
- Laptops and tablets are only used to record lectures, calculate for lectures, exercises, absolutely not used for other purposes.

*Hanoi, Date Month Year 20*

**DEAN OF FACULTY**

**(Signed)**

**PRINCIPAL**

**(Signed)**