Republic of Yemen

Ministry of Higher Education & Scientific Research

21 SEPTEMBER UNIVERSITY of MEDICALS & APPLIEED

SCIENCES

Faculty of Laboratory medicine

Course Specification of Found Management & Communication Skill
Course No. (05.01,316)

Prepared by:	Reviewed by:	Head of the Department:	Vice Dean for Quality affairs	Dean of College:
Dr Gamil Taher Abdul Mughni	Dr\Ghamdan Ahmed Altahish		Dr\Gamil Taher Abdul Mughni	Associate Prof. Dr. Ebtesam Al-Zabedi

I. Course Identification and General Information:						
1	**Course Title:**	Found Management & Communication Skill				
2	**Course Code & Number:**	05.01.316				
3	**Credit Hours:**	**Theory Hours**				
		Lecture	**Exercise**	Practical	**Credit Hours**	
		2	0	0	2	
4	**Study Level/ Semester at which this Course is offered:**	1st Level / 2nd Semester				
5	**Pre –Requisite (if any):**	English				
6	**Co –Requisite (if any):**	None				
7	**Program (s) in which the Course is Offered:**	Faculty of Laboratory medicine				
8	**Language of Teaching the Course:**	English				
9	**Study System:**	semester				
10	**Mode of Delivery:**	Regular				
11	**Location of Teaching the Course:**	University Campus				
12	**Prepared by:**	Dr. Dr Gamil Taher Abdul Mughni				
13	**Date of Approval:**	**2023**				

II. Course Description:

This course covers the basic concepts of foundational management and communication skills. It introduces students to the principles of management, leadership, and teamwork, as well as the importance of effective communication. Topics include: The Nature of Management,Principles of Leadership,Teamwork and Collaboration,Effective Communication

III. Alignment Course Intended Learning Outcomes with program outcomes

III. Course Intended Learning Outcomes (CILOs)		**Referenced PILOs**
A. Knowledge and Understanding: ***Upon successful completion of the course, students will be able to:***		
a1	**Understand** the basic principles and functions of communication skills and management**.**	**A1**
B. Intellectual Skills: ***Upon successful completion of the course, students will be able to:***		
b1	**Develop** analytical thinking, communication skills and management abilities, and learn to recognize errors and solve problems.	**B1**
C. Professional and Practical Skills: ***Upon successful completion of the course, students will be able to:***		
c1		
D. Transferable Skills: ***Upon successful completion of the course, students will be able to:***		
d1	**Communicate** effectively in a variety of settings	**D1**

IV. Alignment Course Intended Learning Outcomes with Teaching Strategies and Assessment methods :			
(A) Alignment Course Intended Learning Outcomes of Knowledge and Understanding to Teaching Strategies and Assessment Strategies:			
	Course Intended Learning Outcomes	Teaching strategies	Assessment Strategies
a1	**Understand** the basic principles and functions of communication skills and management**.**	Lectures	ASSIGINMENT
(B) Alignment Course Intended Learning Outcomes of Intellectual Skills to Teaching Strategies and Assessment Strategies:			
	Course Intended Learning Outcomes	Teaching strategies	Assessment Strategies
b1	**Develop** analytical thinking, communication skills and management abilities, and learn to recognize errors and solve problems.	Lectures	ASSIGINMENT
C Alignment Course Intended Learning Outcomes of Professional and Practical Skills to Teaching Strategies and Assessment Strategies:			
	Course Intended Learning Outcomes	Teaching strategies	Assessment Strategies
(D) Alignment Course Intended Learning Outcomes of Transferable Skills to Teaching Strategies and Assessment Strategies:			
	Course Intended Learning Outcomes	Teaching strategies	Assessment Strategies
d1	**Communicate** effectively in a variety of settings	Group discussion	Seminars

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V. Course Content:

A – Theoretical Aspect:

NO.	Units/Topics List	Sub Topics List	Number of Weeks	contact hours	Learning Outcomes (CILOs)
1	Introduction to Communication Skills	-Definition of communication - The importance of communication in personal and professional settings - The communication process -Different types of communication	1	2	a1,b1
2	Verbal and Nonverbal Communication	- Verbal communication skills - Nonverbal communication skills - Barriers to effective communication - Overcoming communication Barriers	1	2	a1,d1
3	Active Listening and Receiving Feedback	- The importance of active listening - active listening skills - Barriers to active listening - Overcoming Barriers to active listening - The importance of feedback - Giving positive feedback - Giving negative feedback - Receiving feedback	1	2	ab1,d1
4	a-Conflict Resolution b- Effective Presentation Skills	- The nature of conflict - Conflict resolution strategies - Managing emotions in conflict - Communication skills for conflict resolution - The importance of effective presentations - Planning and preparing presentations - Delivering presentations	1	2	d1

		- Overcoming fear of public speaking			
5	Cultural Differences in Communication	- Understanding cultural differences in communication - Cultural barriers to effective communication - Strategies for overcoming cultural barriers	1	2	a1
6	Communication Technologies	- The impact of technology on communication - Using technology to enhance communication - The pros and cons of technology in communication	1	2	b1
7	Developing a Personal Communication Plan	- The importance of developing a communication plan - Assessing personal communication skills - Setting communication goals - Developing a plan for personal communication growth	1	2	a1,b1
8	MED TERM	The different types of organizational structures The different leadership styles The different motivation theories The different decision-making models The different conflict management styles The different change management models	1	2	a1,b1,d1
9	Introduction to Management	- Definition of management - Historical development of management - Basic functions of management	1	2	a1,b1
10	External and Internal Environment Analysis	- PESTEL analysis - SWOT analysis - Organizational culture - Organizational structure	1	2	a1,b1

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11	Planning and Organizing	- Strategic planning and goal setting - Tactical planning - Organizing and delegation - Time management	1	2	a1,d1
12	Leadership and Communication	- Leadership styles - Communication skills - Building effective teams - Conflict resolution	1	2	a1,d1
13	Motivation and Employee Engagement	- Motivation theories - Employee engagement - Recognition and rewards - Employee development	1	2	a1,b1,d1
14	Decision-making	- The decision-making process - Decision-making models - Ethical decision-making - Risk management	1	2	b1,d1
15	a- Controlling and Evaluation b-Case Analysis	A - Controlling functions - Performance management - Quality control - Continuous improvement B - Analyzing real-life management cases - Applying management principles to case studies	1	2	a1,d1
16	FINAL THEORTICAL		1	2	a1,b1,d1
			16	0	

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IV. Teaching strategies of the course:

1	Lectures
2	Group discussion

VI. Assessment Methods of the Course:

No	Assignment
1	Written Exams (Short Essays) and Quizzes
2	Multiple Choice Questions (MCQ)

VII. Assignments:

No.	Assessment Method	Week Due	Mark	Proportion of Final Assessment	Aligned Course Learning Outcomes
1	**Midterm Exam**	8	30	30%	a1,b1,d1
2	**Final Exam**	16	70	70%	a1,b1,d1
	Total	100		100%	

X. Learning Resources:

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1- Required Textbook(s)	
1-	Communication Skills for Success, by John Smith.2014
2-	Communication Skills : Stepladders to Success for the Professional By Richard Ellis | Jan 1, 2003
2- Essential References.	
1-	Communication Skills for Success, by John Smith.2014
2-	Communication Skills : Stepladders to Success for the Professional By Richard Ellis | Jan 1, 2003
3- Electronic Materials and Web Sites *etc*.	
1-	https://www.siyavula.com/read/za/computer-applications-technology/grade-12/internet-communication-tools/07-internet-communication-tools
2-	https://www.satishkashyap.com/p/video-lectures.html
3-	https://ocw.mit.edu/

X. Course Policies: (Based on the Uniform Students' By law (2007)

1	**Class Attendance:** Class Attendance is mandatory. A student is considered absent and shall be banned from taking the final exam if his/her absence exceeds 25% of total classes.
2	**Tardiness:** A student will be considered late if he/she is not in class after 10 minutes of the start time of class.
3	**Exam Attendance/Punctuality:** No student shall be allowed to the exam hall after 30 minutes of the start time, and shall not leave the hall before half of the exam time has passed.
4	**Assignments & Projects:** Assignments and projects must be submitted on time. Students who delay their assignments or projects shall lose the mark allocated for the same.
5	**Cheating:** Cheating is an act of fraud that results in the cancelation of the student's exam or assignment. If it takes place in a final exam, the penalties stipulated for in the Uniform Students' Bylaw (2007) shall apply.

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6	**Forgery and Impersonation:** Forgery/Impersonation is an act of fraud that results in the cancelation of the student's exam, assignment or project. If it takes place in a final exam, the penalties stipulated for in the Uniform Students' Bylaw (2007) shall apply**.**
7	**Other policies:** The University official regulations in force will be strictly observed and students shall comply with all rules and regulations of the examination set by the Department, Faculty and University Administration.

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