



Jordan University of Science and Technology
Faculty of Computer & Information Technology
Computer Information Systems Department

CIS202 Communication Skills

Course Description

This course aims to introduce students to the field of communication through the study of life-enhancing communication skills including listening attentively, managing conflict, interviewing successfully, interpreting media, sustaining healthy relationships, working effectively in groups and communicating amid diversity.

Course Catalog

2 Credit hours (2 h lectures). This course focuses on verbal and nonverbal forms of communication: speaking, listening, and writing. It provides students with the information and practice they need to communicate effectively whether at work or at school.

Course Information

Course Title	Communication skills
Course Number	CIS 202
Prerequisites	-
Course Website	http://www.just.edu.jo/~mqais/CIS202.html

Text Book(s)

Title	Business Communication: Building Critical Skills
Author(s)	Kitty Locker, Stephen Kaczmarek
Publisher	McGraw-Hill Higher Education
Year	2015
Book Website	http://highered.mcgraw-hill.com/sites/0073403156/student_view0/index.html
Edition	6 th

Instructor	Office Location	E-mail	Office Phone
Dr. Qusai Q. Abuein	Medical building, Ph4L1	gabuein@just.edu.jo	
Suzan Q. Bdour	Medical building, Ph2L0	bsuzan@just.edu.jo	
Qais A. Mari	Medical building, Ph4L-1	mqais@just.edu.jo	
Jawad M. Damir	Engineering building, N1L0	jmdamir@just.edu.jo	
Rawan T. Khasawneh	Medical building, Ph2L0	rtkhasawneh@just.edu.jo	

Class Schedule & Room				
Section	Time	Days	Room	Instructor
1	02:15 – 03:15	Sunday, Tuesday	Ph2 104	Dr. Qusai Q. Abuein
2	03:15 – 04:15	Sunday, Tuesday	Ph2 104	Suzan Q. Bdour
4	02:15 – 03:15	Sunday, Tuesday	NF38	Rawan T. Khasawneh
5	02:15 – 03:15	Sunday, Tuesday	SF06	Qais A.Marji
6	03:15 – 04:15	Sunday, Tuesday	SF06	Jawad M. Damir

Office Hours		
Instructor	Days	Time
Dr. Qusai Q. Abuein	Sunday, Tuesday, Thursday	11:00 – 12:00
Suzan Q. Bdour	Sunday, Tuesday, Thursday	10:15 – 11:10
Qais A.Marji	Sunday, Tuesday	12:30 – 2:15
	Monday Wednesday	10:15 – 11:10
Jawad M. Damir	Sunday, Tuesday	12:00 – 1:00
	Monday Wednesday	11:30 – 12:30
Rawan T. Khasawneh	Sunday, Tuesday	12:00 – 1:00
	Thursday	2:00 – 3:00
	Monday Wednesday	10:00 – 11:00

Teaching Assistant(s)	
Instructor	Assistant
Dr. Qusai Q. Abuein	Tahani Fnaish
Suzan Q. Bdour	Tahani Fnaish
Qais A.Marji	Sawsan Dardoor
Jawad M. Damir	Sawsan Dardoor
Rawan T. Khasawneh	Wade'ah Alabweh

Topics Covered		
The schedule is subject to change depending upon the actual class dynamics and workflow during the semester		
Topic	Chapters in Text	Week No.
▪ Unit One Building Blocks for Effective Message	Modules 1, 2, 3, 4, 5	1+2+3+4+5
▪ Unit Two Creating Goodwill	Modules 6, 7, 8	6+7+8+9
▪ Unit five Interpersonal Communication	Module 17, 18, 20	10+11+12
▪ Unit 7 Job Hunting	Module 27	13+14

Course Objectives				
No.	Object	Mapping Course Outcome	Mapping Program Outcome	Assessment Methods
1	Understand the meaning of and the importance of having good communication skills	1, 2, 3, 4	1	Assignments, Exams
2	Learn how to become an effective speaker	5, 6, 7, 8	1, 7	Assignments, Exams
3	Learn how to become an effective listener	9, 10	1, 7	Assignments, Exams
4	Learn how to write with a purpose	11, 12, 13, 14	1, 6, 7, 10	Assignments, Exams

Course Outcomes		
No.	Outcome	Related Chapters
1	Define the term “Communication Skills” in a practical sense	Module 1
2	Describe how good communication skills can improve the in-class learning process	Modules 2, 7
3	Demonstrate how good communication skills can help you get a good job	Modules 27
4	Describe the main components of effective communication	Modules 1, 2
5	Demonstrate how to analyze and know your listeners	Module 2
6	Demonstrate how to prepare a presentation	Module 20
7	Demonstrate how to deliver a presentation effectively	Module 20
8	Describe how to interpret/read the audience’s body language	Module 20
9	Demonstrate how to express with your body language (what to and what not to do)	Module 20
10	Describe how to listen and interact with the speaker effectively	Modules 17, 18
11	Demonstrate how to analyze and know your readers	Modules 4
12	Demonstrate how to prepare your content and organize your document	Module 4
13	Describe the importance of spelling, grammar, and punctuation in writing	Module 4
14	Describe the good practices in writing resume	Modules 27

Program Outcomes	
No.	Outcome
1	An appropriate mastery of the knowledge, techniques, skills, and modern tools of their disciplines
2	An ability to apply current knowledge and adapt to emerging applications of mathematics, science, engineering, and technology
3	An ability to critically analyze a business problem within its unique context
4	An ability to design regular or innovative IT-based solutions
5	An ability to identify, analyze and solve technical problems
6	An ability to function effectively and efficiently on teams of different specialties
7	A recognition of the need for, and an ability to engage in lifelong learning
8	An ability to understand professional, ethical and social responsibilities
9	A respect for diversity and a knowledge of contemporary professional, societal and global issues
10	A commitment to quality, timeliness, and continuous improvement
11	An ability to participate and/or supervise the implementation of IT-based solutions

Relationship to program outcomes (score out of 5)													
A	B	C	D	E	F	G	H	I	J	K	L	M	N
4					4	3			3				

Evaluation		
Assessment Tool	Expected Due Date	Weight
First Exam	25/10/2016	15%
Second Exam	29/11/2016	15%
Activities (Assignments & Presentation)	TDL	30%
Final Exam	5/1/2017	40%

Teaching & Learning Methods

- This course relies on lectures as the primary delivery mechanism for the material. The lecturer will guide the students through the material presented in this course in a total of (26) lectures. Downloading and pre-reading chapter slides will enable the students to more actively engage the material and interact during lectures.
- In addition to lectures, this course aims to enhance the **following employability skills**:
 - **Communication skills**:
 - Group discussions are allowed during each lecture to enable every student to interact and share their knowledge of the course.
 - **Problem solving**: for each chapter, there will be several activities with due dates; students are encouraged to work together as teams
 - **Planning and organizing** skills along with **self-management** skills:
 - Students are expected to submit assignments as scheduled.
 - They are expected to finish solving a quiz within a given time
 - **Learning**: A sequence of written and practical assignments provides assessment opportunities for students to gauge their progress and understanding and to expand their learning scope.
 - **Initiative**: students will feel free to express their opinions and initiate any innovative solutions running in their minds especially when they are related to the discussed topics.
- You are responsible for all material covered in class.
- If you have any concerns, please communicate them to the instructor in class, in office or by email.

Other Policies and Notes

Attendance	Excellent attendance is expected. In accordance with university regulations, students missing more than 20% of total classes are subject to failure. No excuses will be accepted. If you miss class, it is your responsibility to find out about any announcements or assignments you may have missed. Attendance will be recorded at the beginning or end of each class.
Assignments	Students are expected to keep up with the material as it is presented and submit assignments on time.
Exams	All exams will be CLOSE-BOOK. The format for the exams is generally (but NOT always) as follows: problem-solving, multiple-choice, and short essay questions.
Participation	<ul style="list-style-type: none"> • Instructors appreciate people asking questions during lectures - it lets them know which concepts you are having difficulty with. Any question student asks is an important question regardless how he/she or others feels about it. Ask any question you think of directly or not directly pertinent to the lecture, instructors would be happy to entertain them during or/and at the end of the class. • Ask and never think that you are wasting the class time or bothering the instructors. They have the courage to tell you, in the best you can that will not hurt your feelings, to stop, delay, or to check with them during their office hours.
Makeup Exams	Makeup exam should not be given unless there is a valid excuse. Arrangements to take an exam at a time different than the one scheduled MUST be made prior to the scheduled exam time. In accordance with university regulations, students should bring a valid excuse authenticated through valid channels in JUST.
Workload	Average work-load student should expect to spend is 4 hours/week.
Code of Conduct	The assignments, exams, and any other activities need to be done individually or by groups. Copying of another student's work or code, even if changes are subsequently made, is inappropriate, and such work or code will not be accepted. Cheating or copying from neighbor on exam is an illegal and unethical activity and standard JUST policy will be applied. All graded assignments must be your own work (your own words).

