



جامعة اليرموك
Yarmouk University
مركز اللغات
Language Center



Document Code	Course Syllabus	Document Approval Date
AP01-PR05		

Department: Language Center/ English	Official Stamp:
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Course Identification	
Course Name: English Communication Skills	Course Code and Number: HUM 120
Number of Credit Hours: 3	Semester: Second, 2024/2025
Course Status: Blended	Teaching Language: English
Pre-requisite: EL 099	Course Coordinator: Sumayah Khasawneh & Manar Asqalan

General Information	
Teaching Method	<input type="checkbox"/> Face-to-Face <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended
Course Description	The main purpose of this course is to develop students' ability and accuracy in using professional English language by learning effective ways of verbal and non-verbal communication. The course is constructed to adopt practical methods in teaching various language skills including reading, writing, and speaking. It also enhances students' listening and conversation skills as they will be trained to conduct job interviews and learn the skills of persuasion, storytelling and dialogue, conflict resolution, performing roles, and CV writing. The students will be intensively trained to practice different methods of official correspondence and presentations. They will be encouraged to think critically and participate actively in classroom discussions and collaborative teamwork.
Course Objectives	<ol style="list-style-type: none">1. To introduce students to the concept of verbal and non-verbal communication and its different meanings.2. To enhance students' ability to listen effectively, ask questions, and develop sound dialogue.3. Develop students' professional interaction with positive and negative situations and their abilities of problem-solving and social intelligence.



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	<ol style="list-style-type: none"> Help students practice self-promotion skills while seeking jobs, writing resumés and developing personal interview skills. To develop students' skills of building and developing relationships and personal and professional networks. To enable students to design and construct a professional presentation. To develop students' ability to prepare professional resumés / CVs in English. To help students to create a positive impression in different personal and professional interviews. To develop students' collaborative skills to work within a team efficiently and effectively. To enhance students' ability to negotiate, persuade others, and deal professionally with various forms of conflict. 	
Course Learning Outcomes (CLOS)	<p>Upon successful completion of this course, students will be able to:</p> <p>CLO1: Understand the concept of verbal and non-verbal communication and its different meanings.</p> <p>CLO2: Listen effectively, ask questions, and develop sound dialogue.</p> <p>CLO3: Interact professionally with positive and negative situations, suggest solutions, and show a level of social intelligence.</p> <p>CLO4: Practice self-promotion skills while seeking jobs,</p>	



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	<p>writing resumés and developing personal interview skills.</p> <p>CLO5: Practice skills of building and developing relationships and personal and professional networks.</p> <p>CLO6: Design and construct a professional presentation.</p> <p>CLO7: Prepare a professional resumé / CV in English.</p> <p>CLO8: Create a positive impression in different personal and professional interviews.</p> <p>CLO9: Work within a team efficiently and effectively.</p> <p>CLO10: Negotiate, persuade others, and deal professionally with various forms of conflict.</p>	



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Assessment Methods				
Assessment Type	Date and Time	Assessment Method	Mark (%)	CLOs
Midterm Exam	TBA	Computerized Exam Units 1-4	30	CLO 1, CLO 2, CLO3, CLO 4
		Graded Activities: 20 marks		
		Unit 5 – Activity 2	2	
		Unit 8 – Activity 1	2	
		Quizzes:		
		Quiz 1	4	
		Quiz 2	4	
		Completion of a Coursera course (4 marks)		
	TBA	CV Writing Written Assignment graded by the instructor	4	CLO 7
Final Exam	TBA	Computerized Exam Units 5-10	50	CLO 1- CLO 10

**The instructor must choose at least three activities from the following: quizzes, assignments, projects, videos, discussions, etc.*

Course Contents, Schedule, and Instruction Methods		
Topic	Course Content	Instruction Method**
Topic 1	<p>Introduction to the course, Syllabus discussion, Revision of major language skills (Reading, Writing, Listening, Speaking).</p> <p>Verbal and Non-verbal Communication</p> <ol style="list-style-type: none"> 1. The basic concept of communication. 2. Different types and means of communication. 3. The importance of non-verbal 	<p>Class Discussion</p> <p>In-class Reading</p> <p>H5P interactive content</p>



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Topic	Course Content	Instruction Method**
	communication. 4. Obstacles to effective communication.	
Topic 2	<u>Effective Listening and Developing Dialogues</u> 1. Listening to a dialogue. 2. Active listening. 3. Having a good conversation.	In-class Activity H5P interactive content
Topic 3	<u>Social and Emotional Intelligence for Professional Success</u> 1. Describing feelings. 2. Emotions vocabulary. 3. Positive & negative situations and solutions.	In-class Reading and Discussion Quiz H5p interactive content
Topic 4	<u>Self-promotion and Personal Interview Skills</u> 1. What is self-promotion? 2. Different ways of self-promotion. 3. How to prevent common mistakes when self-promoting. 4. Soft Skills for Self-Promoting. 5. Interview skills.	Class Discussion Quiz H5P interactive Content
Topic 5	<u>Building Relationships and Establishing Personal and Professional Networks</u> 1. Building personal relationships. 2. Informal emails to friends. 3. Talking about personal interests. 4. Building professional relationships. 5. Meeting people & talking about your job.	In-class activity Quiz H5P interactive content
Topic 6	<u>Professional Presentation</u> 1. Giving a short presentation (Opening, moving in presentation parts, ending). 2. Professional presentation techniques. 3. Convincing presentations.	Discussion In-class Reading H5p interactive content



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	4. Good presentation vs. bad presentation.	
Topic 7	<u>Professional Résumé / CV Writing</u> <ol style="list-style-type: none"> 1. Key Elements of a Resume. 2. How To Write a CV. 3. Finding and correcting mistakes in CVs. 	Discussion In-class Reading H5p interactive content Writing
Topic 8	<u>Professional Interviews</u> <ol style="list-style-type: none"> 1. Personal vs. professional interviews. 2. Confidence for different types of interviews. 3. The importance of preparation for job interviews. 4. Effective communication skills (verbal and non- verbal) for interviews. 5. Strategies for answering common and challenging interview questions. 	Discussion H5P interactive Content Quiz
Topic 9	<u>Practicing Teamwork</u> <ol style="list-style-type: none"> 1. Giving opinions: Agreeing and disagreeing. 2. The importance of working together. 3. Asking a colleague for help. 	Group Work Discussion H5P interactive Content Writing
Topic 10	<u>Negotiation Skills</u> <ol style="list-style-type: none"> 1. Techniques of negotiating and convincing others. 2. For and Against arguments. 3. Collaborating and negotiation. 4. Top tips for writing. 	Discussion In-class reading H5P interactive Content Writing
	Final Exam Week/ Revision	

**Instruction method is as follows:

- **Blended course:** Interactive synchronous and asynchronous



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Main Textbook and References

Main Textbook	Selections from <i>Headway</i> 5th edition (Pre -intermediate), <i>Global</i> (Pre-intermediate), and <i>Life</i> (Pre-intermediate)
Other References	Learnenglish.britishcouncil.org Cambridgeenglish.org

Policies and Instructions***

Attendance	Regular attendance is necessary for this course. Collaborative work, class discussions, and other class activities cannot be made up; therefore, students MUST attend class meetings to receive credit for their work. According to the university's regulations, students are not allowed to miss more than 15% of the total class hours. Absences due to illness, technical internet problems, and any other emergencies all count towards students' allowable total. Students who miss more than Six Classes will not be allowed to attend the final exam. Attendance also means joining class meeting on time and for almost 50 minutes of the class time. NO excuses will be accepted for leaving class early.
Activities	Course activities include collaborative group work, forum discussions, H5P interactive content, and other short assignments.
Late Submission	Students are responsible for getting the information discussed in class when they are absent. Online E-Learning activities cannot be made up. There will be NO makeup exams.
Exams	Midterm and Final Exams will be at the date and time assigned by the university. These are electronic exams held on campus. Students will be asked to answer a number of short questions about the course material they studied. Questions will vary between short-answer questions, multiple-choice, and text-based questions.
Cheating and Plagiarism	<u>According to the university's regulations, any involvement in cheating whether by traditional or electronic ways is punished by a temporary suspension from the university for 2-3 academic semesters.</u> Plagiarism is to use and pass off as one's own the ideas or writings of another. (from the <i>American Heritage Dictionary</i>) Examples of student plagiarism include submitting an assignment not written by the student, quoting or paraphrasing text without citing the original source, fabricating data, or proposing an idea as "original" when another source proposed it first.

***For more information, please see the student handbook.