

**ASIAN INSTITUTE OF TECHNOLOGY
SCHOOL OF ENGINEERING AND TECHNOLOGY
Engineering Leadership Program**

**ELP1.2 COMMUNICATION SKILLS FOR
LEADERS 3(3-0)**

Semester: January

Rationale: Effective communication is essential to the successful completion of any large engineering or technical project. Project teams, departments and organizations require: internal and external written and visual briefings to clients, funding agencies, and other professional offices; inter-office transactions; and communications across cultures. Professionals involved in such projects can improve their leadership potential by acquiring skills to convey information clearly and learning techniques to minimize miscommunication; the ability to communicate technical work well among a project's participants results in effective project coordination and completion.

Catalog Description: This course develops communication skills required for leading and participating in large capacity building projects. The course emphasizes the development of a participant's ability to convey clear technical information to superiors, colleagues (both within and external to an organization), and team members. The course provides knowledge and skills in

1. Oral Communication: effectively communicating technical briefings (engineering, finance, human resources, etc.)
2. Presentation material: the effective use of multi-media in delivering technical information
3. Written Communication: Clearly conveying written technical information to others
4. Technical Reports: reports to clients; departments within organization; professional colleagues/partners in other organizations; financiers; etc.

Pre-requisite: None

Course Outline:

1. Oral communications
 - 1.1. Acceptable oral communications in professional and social settings.
 - 1.2. Project communications. Requesting or conveying information clearly and concisely
 - 1.3. Understanding what is being communicated. Listening to what is being communicated and ensuring that others understand, or that the other person is being understood.
2. Written communications
 - 2.1. Technical reports.
 - 2.1.1. Briefings
 - 2.1.2. Client reports
 - 2.1.3. Project reports (deliverables)
 - 2.2. Writing clear and concise information to colleagues.

3. Presentations

3.1. Addressing the audience. Delivering what the audience needs, or wants, to know

3.1.1. Project team presentations

3.1.2. Client presentations

3.1.3. Briefing presentations.

3.1.4. Required technical content to satisfy the purpose of a presentation

3.2. Effective use of media in presentations.

3.2.1. The use of too much media overwhelming an audience;

3.2.2. Too much information within a medium.

4. Cross-cultural communications

4.1. Cultural awareness and sensitivity. Introduction to professional and social norms across Asia.

4.2. Professional expectations of cultural awareness in capacity building project execution. As different offices coordinate tasks in project execution, being aware of cultural differences in professional and social norms so as to minimize potential conflict among the teams cooperating to achieve project objectives.

4.3. Differences in communicating conflict across cultures, e.g., disagreements, seniority, conflict resolution, acceptable behavior across cultures.

5. Experiential learning

5.1. Workshops and studio sessions for all aspects of communication at appropriate times

5.2. Case study examples illustrating successful and unsuccessful communications.

Laboratory session: 15 hours of interactive session

Textbook: Lecture notes and selected papers

Reference books:

1. *Communication Skills for Engineers and Scientists*, by Sangeeta Sharma, Publisher: Prentice-Hall of India Pvt.Ltd.
2. *Effective Interpersonal and Team Communication Skills for Engineers*, by Clifford Whitcomb and Leslie E. Whitcomb, Publisher: Wiley-IEEE Press
3. *Communication Patterns of Engineers*, by Carol Tenopir, Donald W. King, Publisher: Wiley-IEEE Press

Journals and Magazines:

1. Journal of Organizational Culture, Communications and Conflict
2. International Journal of Engineering Education
3. Journal of Engineering Education (JEE)
4. European Journal of Engineering Education
5. International Journal of Business, Humanities and Technology

Grading system:

The final grade will be computed according to the following weight distribution:

1. Mid-sem exam (25%)
2. Final exam (25%),
3. Assignments/projects (30%).
4. Laboratory Sessions (20%).

Instructors: Ms. Thanisa Choombala

Expected outcomes: Students, at the completion of this course, are

1. The major goals of this course are to:
 - 1.1. Acquaint students with a step-by-step communication methodology; and,
 - 1.2. Provide students with an opportunity to develop and practice their communication skills.
 - 1.3. Provide students with the ability to communicate effectively within a professional engineering or technically focused organization.
2. Students will be able to
 - 2.1. Create strategies and processes for communicating technical concepts. i.e., strategies to clearly convey technical information among departments and professional colleagues
 - 2.2. Properly using media to deliver clear, concise, and appropriate communications appropriate to a particular audience.
 - 2.3. Develop their communications and editing skills through case study analysis.
 - 2.4. Compose professional-related communications
 - 2.5. Prepare technical project reports for customers, clients, team members, and company executives.
3. The students will be able to develop an understanding of formal, and informal, communication skills that are necessary to lead teams, and convey technical information among teams.