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| Sub. | Course Description – توصيف مقرر دراسي | الموضوع |  كلية المعرفة ALMAAREFA COLLEGE |
| Date | | التاريخ | |

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| Course Code & No | COMM 201 | 201 وصل | رقم المقرر ورمزه |
| Course Name | Communication Skills | مهارات الإتصال | اسم المقرر |
| Credit Hours | 2 (2 + 0 + 0) | (0 + 0 + 2) 2 | عدد الساعات المعتمدة |
| Pre-requisite | None | لا يوجد | المتطلب السابق |


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| General Description | توصيف عام |
| <p>This course emphasizes specific tools and techniques for improving listening skills, delivering effective messages and bridging different communication styles. Through interactive lectures, tutorial, and simulations, students will work in small or large groups to apply communication tools and strategies.</p> | |

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| Course Objectives | أهداف المقرر |
| <ul style="list-style-type: none"> • Understand the basics of effective communication. • Understand the difference between verbal and non – verbal communication cues. • Practice good questioning skills. • Practice active listening skills. • Practice effective responding and explaining skills. • Recognize the barriers of communication. • Identify the common types of communication in health professions field. • Explore the attitudes, behavior and strategies that help students communicate effectively. • Notice when a conversation is starting to go off track, and strengthen skills for politely and quickly getting back on track. | |

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| <ul style="list-style-type: none"> • Increase trust that others will solve problems intelligently, make well considered decisions, and express their ideas confidently, clearly and directly. • Acquire powerful negotiation skills to influence and persuade others toward shared goals; result in increased cooperation and collaboration. • Learn tools to get beyond differences, build rapport, improve the quality of interpersonal relationships and team performance. | |
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| Course Outlines | مفردات المقرر |
| <ul style="list-style-type: none"> • Introduction to the basics of interpersonal communication. • Tools and types of communication • The basics of verbal & non – verbal cues. • The questioning skills. • The listening skills. • The responding skills. • The expressing & explaining skills. • How to handle differences / conflict effectively. • Gathering and presenting information. • Rapport: How to strengthen it and how to respond when you lose it. • Ten Common Errors – and how to avoid them – in communication, leadership and negotiation. • Dealing with negative communication. • The sender / receiver relationship. • Effective meetings. • Effective presentation skills. | |

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| References | المراجع |
|--|---------|
| <ul style="list-style-type: none"> Chambers HE. Effective Communication Skills for Technical and Scientific Professionals. 1st Edition, 2000. Perseus Publishing or latest edition. | |