MINISTRY OF EDUCATION AND TRAINING

**LAC HONG UNIVERSITY** 

**COURSE OUTLINE**

**<126071 – COMMUNICATION SKILLS >**

| **1.** | **GENERAL INFORMATION** | |
| --- | --- | --- |
| Course name (Vietnamese): | | Kỹ năng giao tiếp |
| Course name (English): | | Communication skills |
| Course number: | | 126071 |
| Types: | | Fundamental of majors |
| Major: | | Tourism and Travel Management |
| Main lectuer: | | Phan Van Hai  Email: haipv@lhu.edu.vn |
| Lecturer participating in: | | Vu Duc Cuong  Email: Cuongvd.lhu.edu.vn |
| Number of credits: | | 2 |
| Theory:  Practice:  Exercise: | | 15 periods  0 periods  30 periods |
| Speciality: | | Elective course to students in Major of Tourism and Travel Management |
| Previous course:: | | No |
| **2.** | **COURSE DESCRIPTION** | |

This course including the basic knowledge of communication such as: General information about communication (definition, function of communication, communication process, types of communication,…), Mean of communication (Listening skill, Speaking and questioning skill, Praise and Criticism skill…), Intercultural communication (the issue of intercultural communication, the communication culture of Vietnamese and the other countries around the world…). This course helps students to improve their communication skills.

| **3.** | **COURSE LEARNING OUTCOMES** |
| --- | --- |

**Table 1: Course Learning Outcomes (CLOs)**

| **Course Learning Outcomes (CLOs)** | **Course Learning Outcomes content** | **Bloom domain/Bloom level** | **Program Learning Outcomes PLOs (\*)** |
| --- | --- | --- | --- |
| CLO1 | Applying communication skills to solve every situation in Tourism and Tourism Services Management activities. | Knowledge (3) | PLO2 (PI2.2) |
| CLO2 | Demonstrating the communication ideas effectively in Tourism and Tourism Services Management activities by languages. | Skills (3) | PLO5 (PI5.1) |
| CLO3 | Obeying the principle of communication in participating in Tourism and Travel Management activities | Attitude (2) | PLO7 (PI7.1) |

| **4.** | **COURSE CONTENT, LESSON PLAN** |
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**Table 2: Course Content, Lesson Plan**

| **Week** | **Lesson/Chapter** | **Name/Chapter** | **Lesson Learning Outcomes (LLO)** | | **Lecture and Study activity** | **Method of lecture** | **Method of assessment** | | **Reference (\*)** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | Chapter 1 | **The general information about communication**  1.1. Definition  1.2. Function of communication  1.3. Communication process  1.4. Types of communication | LLO1.1 | Applying the basic knowledge of communication to illustrate definition, function, process and types of communication | Lecturer allows students to participate in study through the communication skills research activity | Lecture  Illustration  Group discussion | Short-answer test and multiple choice  Presentation | [2]  [3] | |
| 2 | Chapter 1 | 1.5. Principles of successful communication  1.6. Johari window | Lecturer allows students to participate in study through the communication skills research activity |
| 3 | Chapter 1 | 1.7. The basic communication in tourism | LLO1.2 | Practicing the communication process | Lecturer asks the assigned specific group letting the member demonstrate their prepared result | Lecture  Illustration  Group discussion | Short-answer test and multiple choice  Presentation | [2]  [3] | |
| 3 | Chapter 2 | **Forms of communication**  2.1. Non-verbal communication | LLO2.1 | Distinguishing types of communication | Lecturer allows students to participate in study through the communication skills research activity | Lecture  Illustration  Group discussion | Short-answer test and multiple choice  Presentation | [2]  [3] | |
| 4 | Chapter 2 | 2.2. Verbal communication | Lecturer allows students to participate in study through the communication skills research activity |
| 4 | Chapter 2 | 2.3. The exercise of forms of communication | LLO2.2 | Practicing the communication process | Lecturer asks the assigned specific group letting the member demonstrate their prepared result | Lecture  Illustration  Group discussion | Short-answer test and multiple choice  Presentation | [2]  [3] | |
| 5 | Chapter 3 | **Basic communication skills**  3.1. Listening skill  3.2. Praise and Criticism skill | LLO3.1 | Distinguishing communication skills | Lecturer allows students to participate in study through the communication skills research activity | Lecture  Illustration  Group discussion | Short-answer test and multiple choice  Presentation | [2]  [3] | |
| 6 | Chapter 3 | 3.3. Speaking and Questioning skill | Lecturer allows students to participate in study through the communication skills research activity |
| 7 | Chapter 3 | 3.4. Telephone skill  3.5. Writing mail and e-mail skill at work | Lecturer allows students to participate in study through the communication skills research activity | Lecture  Illustration  Group discussion | Short-answer test and multiple choice  Presentation | [2]  [3] | |
| 8 | Chapter 3 | 3.6. Customer communication skill |  | Lecturer allows students to participate in study through the communication skills research activity |
| 9 | Chapter 3 | 3.7. Communication in tourism | LLO3.2 | Practicing communication skills | Lecturer asks the assigned specific group letting the member demonstrate their prepared result | Lecture  Illustration  Group discussion | Short-answer test and multiple choice  Presentation | [2]  [3] | |
| 10 | Chapter 4 | **Intercultural communication**  4.1. The issue of Intercultural communication | LLO4.1 | Obeying the principle and method in communication to determine the communication activity in the intercultural communication | Lecturer allows students to participate in study through the communication skills research activity | Lecture  Illustration  Group discussion | Short-answer test and multiple choice  Presentation | [2]  [3] | |
| 10 | Chapter 4 | 4.2. The culture communication of the Vietnamese and the other countries around the world |
| 11 | Chapter 4 | 4.3. Intercultural communication exercises | LLO4.2 | Practicing communication skills | Lecturer asks the assigned specific group letting the member demonstrate their prepared result | Lecture  Illustration  Group discussion | Short-answer test and multiple choice  Presentation | [2]  [3] | |

| **5.** | **MAPPING OF LESSON AND COURSE LEARNING OUTCOMES**  **Table 3: Mapping of Lesson and Course Learning Outcomes**   | **Lesson Learning Outcomes** | **Course Learning Outcomes** | | | **Evaluation Component** | | --- | --- | --- | --- | --- | | **CLO1** | **CLO2** | **CLO3** |  | | **LLO1.1** | X |  |  | A1, A3 | | **LLO1.2** | X |  |  | A1, A3 | | **LLO2.1** | X |  |  | A1, A3 | | **LLO2.2** |  | X |  | A2, A3 | | **LLO3.1** |  | X |  | A2, A3 | | **LLO3.2** |  | X |  | A2, A3 | | **LLO4.1** |  |  | X | A2, A3 | | **LLO4.2** |  |  | X | A2, A3 | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |

| **6.** | **COURSE ASSESSMENT** |
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**Table 4: Course assessment**

| **Evaluation Component** | **Form of assessment** | **CLOs** | **Percentage (%)** |
| --- | --- | --- | --- |
| A1. Process | - Participating in the lesson  - Doing the short-answer test and multiple choice  - Group discussion | CLO1 | *30%* |
| A2. Mid-term | - Presentation | CLO2, CLO3 | *30%* |
| A3. Final | - Essay / Written report | CLO1,CLO2, CLO3 | *40%* |

| **7.** | **COURSE REQUIREMENTS AND EXPECTATIONS** |
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- Attendance: Obeying the regulation

- Students have to read the given study documentation by the lecturer before every lesson on the online learning system (LMS - learn.lhu.edu.vn).

- Students who do homework on LMS, answer short questions and quick exercises; discuss in class will be given bonus marks to the student's process.

- Finishing given group discussions according to the lecturer's regulations.

| **8.** | **STUDY REFERENCE** |
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**8.1 Texbook**

[1]. Nguyễn Văn Hùng, Hoàng Văn Phúc, Lê Viết Lâm (2021), *Giáo trình Kỹ năng giao tiếp,* NXB Tài chính,Hà Nội

**8.2 References**

[2]. Phan Thị Tố Oanh (2017), Giáo trình Kỹ năng giao tiếp, NXB Đại học Công nghiệp TP Hồ Chí Minh

[3]. Hà Khánh Nam Giao (2015), Giáo trình Giao tiếp kinh doanh, NXB Lao động xã hội, Hà Nội

| **9.** | **SOFTWARE OR SUPPORTING EQUIPMENTS FOR PRACTICE** |
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- Internet, Google Chrome, Kahoot

**General rules:**

| **Abbreviation** | **Description** |
| --- | --- |
| **PLO** | Program Learning Outcomes |
| **CLO** | Course Learning Outcomes |
| **LLO** | Lesson Learning Outcomes |

| **Head of Major/ Head of Faculty**  (sign and write full name) | Dong Nai, 2024  **Responsible lecturer**  (sign and write full name)  Phan Van Hai |
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