

**NEW ZEALAND INSTITUTES OF TECHNOLOGY AND POLYTECHNIC
QUALIFICATIONS IN INFORMATION & COMMUNICATIONS TECHNOLOGY**

PRESCRIPTION: IP500 INTERPERSONAL SKILLS

AIM OF MODULE:	This module provides the student with an understanding of how the communication process is applied in the ICT workplace and provides opportunities to demonstrate interpersonal communication skills in appropriate cultural contexts.
CREDITS:	7
STUDENT LEARNING HOURS:	70
CONTENT REVISED:	2002
PRESCRIPTION EXPIRY DATE:	Nov 2011
NOTE:	THIS IS A COMPULSORY DIPICT L5 MODULE

Level and Assessment Schedule

TOPICS	Highest Skill Level				Suggested Assessment Percentage
	R	C	A	P	
1. Communication Theory		*			40
2. Utilisation of Communications Tools			*		50
3. Stress and Time Management			*		10
					100

LEARNING OUTCOMES

The student will:

- C 1. Describe communication theory and its application in the ITC environment
- A 2. Utilise communication tools necessary to function effectively in customary ICT workplaces.
- A 3. Understand and utilise stress and time management techniques suitable for the workplace.

CONTENT

1 COMMUNICATION THEORY

- At least two communication theories are discussed.
- Common communication elements and jargon are understood.
- An understanding of how these theories relate to the information technology workplace is achieved.
- Common causes of communication barriers and breakdowns are identified and recognised.
- The importance of congruence between the elements of a message is identified.
- Common barriers and breakdowns in the information technology environment are recognised.
- Effective listening, questioning (both oral and written), non-verbal, cross-cultural, presentation and assertive skills are identified.
- The importance of teamwork, and team problem solving, in the information technology environment is recognised.

2 UTILISATION OF COMMUNICATION TOOLS

- Effective listening, questioning (both oral and written), non-verbal, cross-cultural, presentation and assertive skills are demonstrated.
- Team skills and team problem solving skills are demonstrated.

3 STRESS AND TIME MANAGEMENT

- Understand how poor management of stress and time may affect the individual and the workplace.
- Identify a variety stress and time management techniques.
- Apply suitable management techniques in a predefined situation.