

Subject Study guide “First Foreign Language IV”

1. IDENTIFICATION

- ✓ **Subject name: First foreign language IV**
- ✓ **Code: 101176**
- ✓ **Degree: Tourism Degree in English**
- ✓ **Academic course: 2018-2019**
- ✓ **Subject type: Optional**
- ✓ **ECTS Credits (hours): 6**
- ✓ **Teaching period: Annual**
- ✓ **Teaching language: English**
- ✓ **Teachers: Jane Anderson**
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2. PRESENTATION

This course, whose principal objective is to develop workplace communication skills, is aimed at students who already have acquired a linguistic competence equivalent to a C1 level.

It draws on and develops students' existing knowledge to nurture vital communicative competencies essential to today's international and intercultural working environment.

Improvement of language skills (agility and confidence in speaking, sophistication and clarity in writing, control of degrees of formality in both speaking and writing) are integrated with activities which will improve awareness of self, of others and the skills required for working effectively in teams.

It is a highly practical course in which the contributions and reflections of the students themselves form a vital part.

A minimum attendance of 80% of the classes is obligatory.

3. EDUCATIONAL GOALS

- Improve oral and written communication skills in a variety of workplace contexts.
- Improve the self-management skills essential for effective communication with clients and colleagues.

- Improve the comprehension skills required for effective communication with clients and colleagues.
- Improve teamwork skills.
- Develop intercultural communicative competence.

4. SKILLS AND LEARNING OUTCOMES

Linguistic skills

- Deal confidently with complex communicative situations with clarity, using an appropriate tone and register.

Paralinguistic skills

- Use and interpret body language, tone and voice pitch to enhance communication with clients, colleagues and superiors.

Personal skills

- Exercise self-awareness in a range of complex situations to improve communication with clients, colleagues and superiors.
- Function effectively in a team.

SPECIFIC COMPETENCIES (SC) AND LEARNING OUTCOMES (LO)

SC 8 . Handle communication techniques relating to tourism companies and organizations.

LO 8.4 Identify lexical and grammatical forms that apply to the tourism sector.

LO 8.5 Use tourism resources via the Internet.

SC 9 Communicate orally and in writing in a first, second and third foreign languages in the field of tourism, as well as in different ambits.

LO 9.3 Apply specific language in the tourism sector to an advanced level.

LO 9.4 Develop appropriate discourse for various functions and events, paying close attention to context, media, and situations common to the workplace itself.

TRANSVERSAL COMPETENCES

CT1. Develop the ability to learn autonomously

CT2. Be able to self-assess the knowledge acquired

CT4. Use communication skills at all levels

CT10. Teamwork

5. TOPIC AND CONTENT

Linguistic functions

- Greeting and leave taking
- Apologising and justifying
- Complaining
- Praising

- Turn taking
- Hedging and softening
- Suggesting and responding to suggestions
- Checking understanding

Skills and strategies

- Controlling register and degrees of formality
- Engaging in small talk
- Empathising
- Paraphrasing
- Giving constructive feedback
- Giving clear instructions and explanations
- Making sure you have been understood

Personal skills development

- Problem-solving
- Tolerance of diversity
- Empathy
- Flexibility
- Active listening
- Taking and delegating responsibility
- Assertiveness
- Accepting role and responsibility in a group
- Addressing challenges with creativity
- Making decisions
- Giving positive feedback to peers
- Showing sensitivity to cultural differences

6. RECOMMENDED BIBLIOGRAPHY

Developing management skills. David A. Whetten, Kim S. Cameron.

Working Emotional Intelligence. Daniel-Goleman

Developing Intercultural Communication Skills. Virginia B. Ricard

Collins Business Skills and Communication - Business Writing. Nick Brieger

Collins Business Skills and Communication- Speaking: James Schofield

7. TEACHING METHODOLOGY

Theoretical input from lectures and readings are combined with student centred activities, in which guided reflection on their experiences and perceptions, both in and out of the classroom, become the principle source of learning. Language skills improvement is achieved through practical engagement with the communicative challenges proposed.

TRAINING ACTIVITIES

Activity	Hours	ECTS	Learning outcomes
Type: Directed			
Lectures	10	0,4	SC 8, LO 8.4, LO 8,5, SC 9, LO 9,3, LO9.4
Type: Supervised			
Guided practice	25	1	SC 8, LO 8.4, LO 8,5, SC 9, LO 9,3, LO9.4
Free practice	25	1	SC 8, LO 8.4, LO 8,5, SC 9, LO 9,3, LO9.4, CT1, CT5
Type: Autonomous			
Homework	30	1,2	SC 8, LO 8.4, LO 8,5, SC 9, LO 9,3, LO9.4, CT
Journal	60	2,4	SC 8, LO 8.4, LO 8,5, SC 9, LO 9,3, LO9.4, CT 2, CT 5

8. ASSESSMENT SYSTEMS

Throughout the course students will be required to keep a journal in which they record their perceptions of their own progress and reflect on ways they might improve in the skills sets required.

At the end of the course they will give an oral presentation presenting the conclusions of the journal.

Halfway through and at the end of the course there will be both a written and oral test of the ability to communicate in the situations explored during the year.

ASSESSMENT ACTIVITIES

Activity	Weight	Hours	ECTS	Learning Outcomes
Mid term writing	15%	2	0,08	SC 8 LO8.4, SC9, LO 9.3, LO 9.4
Mid term oral	15%	2	0,08	SC 8 LO8.4, SC9, LO 9.3, LO 9.4
Final writing	15%	2	0.08	SC 8 LO8.4, SC9, LO 9.3, LO 9.4
Final oral	15 %	2	0,08	SC 8 LO8.4, SC9, LO 9.3, LO 9.4
Presentation and journal	20%	90	3,6	CT 1, CT 2, CT 5
Participation and attitude	20%			CT 1, CT 2, CT 5

9. PLANNING

WEEK	TOPIC	METHOD	HO UR S
1	Introduction to course contents and evaluation system.	Teacher presentation.	2
2	Self-assessment. My communication skills.	Questionnaires, pair work, group work. Journaling.	2
3	Oral communication skills. Tact, hedging and softening strategies	Critical viewing of audiovisual input. Guided and free practice in real world simulations. Peer and self-assessment.	2
4	Written communication skills: emails. Tact, hedging and softening strategies	Critical analysis of texts. Guided practice. Free practice.	2

5	Self-management skills. Self-awareness. Emotional intelligence.	Lecture, questionnaires, discussion and group work.	2
6	Interpersonal communication skills. Active listening.	Critical analysis of audio-visual input. Self-assessment questionnaire. Discussion and pair work.	2
7	Communication skills for teamwork. Becoming a team player.	Lecture. Self-assessment questionnaire. Class discussion.	2
8	Self-management skills: emotional intelligence.	Questionnaires, case studies. Pair and group work.	2
9	Interpersonal communication skills. Active listening and paraphrasing.	Guided and free practice. Interactive speaking exercises.	2
10	Becoming a team player. Roles.	Lecture and group work activity. Journaling	2
11	Intercultural communication skills: forms of address	Worksheet and role-play.	2
12	Written communication skills: clarity and concision (emails and reports).	Guided practice. Free practice.	2
13	Becoming a team player.	Teamwork activities. Peer and self-assessment Journaling	2
14	Continuous assessment activity	Interactive writing	2
15	Continuous assessment activity	Oral activity	2
16	Intercultural communication skills. Idioms and misunderstandings	Worksheets Role play	2

17	Oral communication skills: empathising	Critical analysis of audiovisual input. Worksheets.	2
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		Guided and free practice.	
18	Becoming a team player.	Teamwork activities Peer assessment Self-assessment Journaling	2
19	Self-management skills and oral communication skills: dealing with conflict	Self-assessment questionnaire. Class discussion and role-play.	2
20	Oral and written communication skills: controlling degrees of formality	Guided and free practice.	2
21	Becoming a team player	Teamwork activities Peer assessment. Self-assessment. Journaling.	2
22	Self-management skills and oral communication skills: dealing with conflict.	Questionnaires and case studies. Simulations, self and peer assessment.	2
23	Oral communication skills: using the voice -prosodic control.	Discrimination exercises. Free and guided practice.	2
24	Becoming a team player.	Teamwork activities. Peer assessment. Self-assessment. Journaling.	2
25	Intercultural communication skills: reflecting on politeness.	Worksheet, discussion and role-play.	2
26	Oral communication skills. Small talk, greetings and leave taking.	Lecture. Guided and free practice.	2
27	Continuous assessment	Presentation	2
28	Continuous assessment	Presentation	2

29	Continuous evaluation activity	Writing	2
30	Continuous evaluation activity	Oral	2

10. ENTREPRENEURSHIP AND INNOVATION

Through the journal the course becomes primarily student-centred. Learning is individualised and based on students' own experiences both in and out of the classroom.