



# **GEN 1004 COMMUNICATION SKILLS**

## **Lecture 1: Introduction**

**Prepared by  
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## Course Description:

The aim of this course is to teach students the required basic skills to ensure an effective communication process which include four basic skills: listening skills, reading skills, presentation skills, and writing skills.

## Textbooks:

- 1- Manmohan Joshi , “Soft Skills”, 1<sup>st</sup> edition, Bookboon pub., 2017. (**Bookboon.com**)
- 2- John Adair and Neil Thomas, “The Concise Adair on Communication and Presentation Skills”, 1<sup>st</sup> edition, Thorogood pub., 2003. (**pdfdrive.com**)
- 3- Kathryn Sue Young and Howard Paul Travis, “Oral Communication, Skills, Choices, and Consequences”, 3<sup>rd</sup> edition, Wave land Press, 2012. (**pdfdrive.com**)
- 4- Leon Barho, “Where You May Get it Wrong When Writing English, A Practical Guide for Students, Teachers and Professionals”, 1<sup>st</sup> edition, Bookboon Pub., 2016. (**Bookboon.com**)
- 5- Gerson & Steven M. Gerson, “Technical Communication Process and Product”, 7<sup>th</sup> edition, Pearson Education Inc. , 2012. (**pdfdrive.com**)



## Course Schedule

| <b>Week #</b> | <b>Topic</b>  |
|---------------|---|
| 1             | <u>Part-1</u> : Course specification file, ILO's, Teaching, Assessment, Exams, Introduction to Soft vs. Hard Skills, Personality Development. |
| 2             | Defining & tools of communication skills,<br>Basic & important issues in Communication  |
| 3             | Effective listening skills & Reading Skills-Writing Skills (How to keep it simple)  |
| 4             | Arguing & Discussion in Communication- Effective speaking skills (effective speech)   |
| 5             | Presentation skills-Power Point Tools-One to one Interviews-Managing Meetings -Within Your Organization (FECU)                                |
| 6             | Briefing Skills (the effective speaking in briefings & Briefing checklist- Coaching and Communication   |
| 7             | General summary of Oral Communication and Presentation Skills   |
| <b>8</b>      | <b>Mid-Term Exam (on Part-1 only)</b>   |

*( Continued)*



| <b>Week #</b> | <b>Topic</b>   |
|---------------|--|
| 9             | Part-2: Introd. to Written Communication Skills, Effective Writing, Characteristics of Technical Writing.  |
| 10            | Technical Writing Process- Ethics of Writing - Usage of resources- Plagiarism- Computer Check Tools- How to Avoid Plagiarism?                      |
| 11            | Non effective Writing- Types of grammar & modifiers errors in Technical Writing- Style & Parallelism – Abbreviations-Punctuation                   |
| 12            | Consistency in Style in Technical Writing-Effective Writing Process- Effective sentences & Paragraphs ( <b>Self Study Readings</b> )               |
| 13            | Using graphics, charts & tables in Technical Writing-Effective arguing & Discussion skills in written communication ( <b>Self study readings</b> ) |



## Assessment and Grading Policy:

- 1- Pop-Quizzes : 5%
- 2- Midterm Exam : 15%
- 3- Project : 20%
- 4- Final Exam : 60%

## Attendance and Code of Ethics:

- A Student should attend a least 75% of lectures and tutorial sessions to pass the course.
- All students are expected to be honorable and honest during throughout the course work. Copying homework or cheating during quizzes or exams will be strictly punished.



All Materials related to this course can be found on my personal homepage under the “CLASSES” tab:

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[PUBLICATIONS](#) [BIO](#) [CLASSES](#)

Finite element Aeroelastic Analysis of Complete Aircraft Configuration  
GEOMETRIC NONLINEAR AEROELASTIC ANALYSIS OF HIGH ASPECT RATIO WINGS  
Multi-dimensional optimization of functionally graded material composition  
Optimization of in-plane functionally graded panels for buckling strength: Unstiffened, stiffened

### Classes

AER 633 Analysis of Composite Materials and Structures  
Semester: Fall

**GEN 1004 Communication Skills**  
Semester: Fall



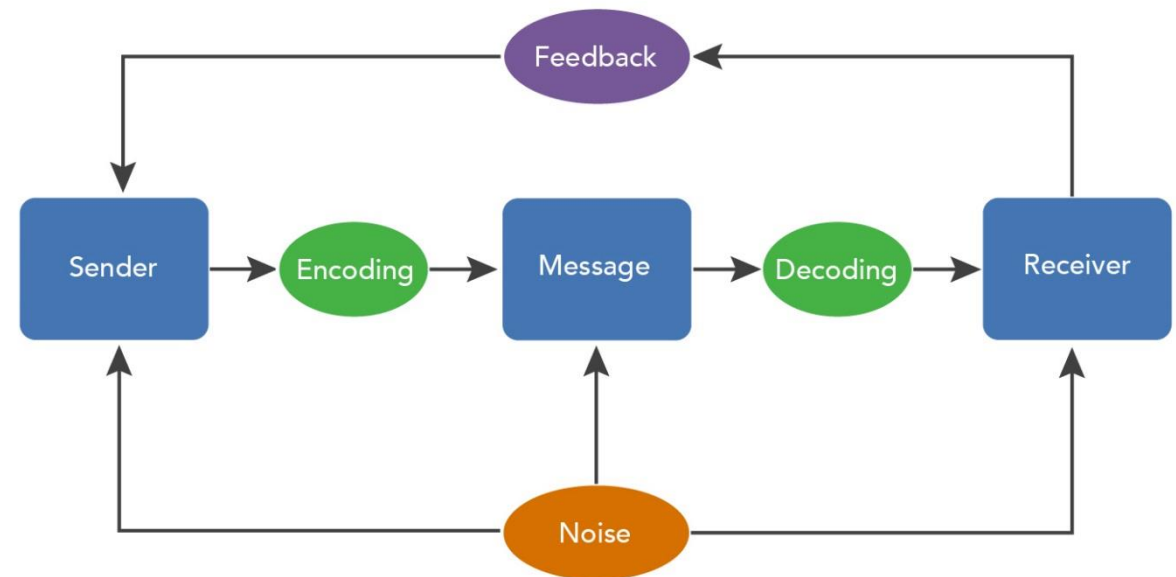
## Lecture 1

### Definition of a communication Process:

- A communication process is the process of transferring a message or information among two or more people. The process consists of the following elements:

- 1- The Sender of the message.
- 2- The Message to be sent.
- 3- The Channel through which the message is transferred.
- 4- Receiver of the message.
- 5- Feedback.
- 6- Noise.

- To ensure an effective communication process, both the sender and the receiver should have basic skills.





## Hard skills vs. Soft Skills

- **Hard skills** are technical skills to perform a specific job or function (e.g. learning a science field, mastering a software package, learning a handcraft)
  
- **Soft skills** are skills that helps a person to manage his personal life (intrapersonal skills) and to improve the his/her relationship with other people (interpersonal skills).
  - Examples of soft skills:
    1. Thinking skills.
    2. Stress management skills.
    3. Time management skills.
    4. Decision making skills.
    5. Communication skills.
    6. Teamwork skills.
    7. Leadership skills.
    8. Marketing skills.
    9. Negotiation skills.





## Personality Assessment

A person's personality is how he/she feels, looks, and behaves with other people. It consists of three main parts:

A. Character traits :

1- Discipline. 2- Integrity. 3-Acceptance. 4-Dedication.

B. Behavior traits:

1- Interpersonal skills. 2-Communication Skills. 3-Leadership Skills. 4-Team Management Skills.  
5-Stress Management.

C. Attitudes:

1- Positive Attitude. 2-Win/Win Attitude. 3-Keep the goal in mind. 4-Synergize.

### Types of Personality:

1-Perfectionist. 2-Helpers. 3-Dreamer. 4-Achiever. 5-Asserter. 6-Questioner.  
7-Adventurer. 8-Observer. 9-Peacemaker.



## Personality Development

### Elements of Personality Development:

1-Self-Awareness.    2-Goal Setting.    3-Creativity &Innovation.    4-Human values.

**1-Self-Awareness:** The ability of a person to assess, evaluate, and criticize his/herself.



**Fig. Illustration of SWOT Analysis**



**2-Goal Setting:** Set your goals that will help you achieve the future you dream of. The goals should be short-term goals and long-terms goals. You have to set **SMART** goals.

**3-Creativity vs. Innovation:** Creativity is related to new ideas and plan, while Innovation is related to implementing these ideas and convert them into real-world product, service, or process.

When thinking of creative ideas, you could be hindered by the following barriers:

1- Assumptions. 2-Logic. 3-Cultural barriers. 4-Emotional barriers. 5-Perception. 6-Resourses. 7-Stress.

**4-Human values and Ethics:** You should always try to improve your personal values, community values, social values.

Ethical behaviour: is to do what is right after knowing what is right and what is wrong based on your values.



## End of lecture 1

### **Homework:**

**Please read chapters 1&2 in Textbook#1**