



**University/Academy:** Arab Academy for Science and Technology & Maritime Transport  
**Faculty/Institute:** College of Computing and Information Technology, Cairo  
**Program:** Computer Science / Information Systems / Software Engineering

<b>Course title</b>	<b>Communication Skills</b>
<b>Course code</b>	<b>NC233</b>

## Form no. (11-A) Knowledge and skills matrix

Course content	Week study	Knowledge	Intellectual skills	Professional skills	General skills
Importance of communication	1	Understand the importance of effective communication			G1. Demonstrate the ability to make use of a range of learning resources and to manage one's own learning. G2. Demonstrate skills in group working, team management, time management and organizational skills.
Interpersonal Communication	2	Learn to communicate on a one-to-one basis	Choice of word, tone, subject	How to have an effective conversation	
Helping people to like you	3	Learn about how to control people's perspective of oneself and the importance of first impressions	Making the correct choices in appearance, language and gestures	How to have a good first impression	
Dealing with people	4	Communication with groups of people	Choice of word, tone, subject	How to have an effective conversation	

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Giving and taking instructions effectively	5	Learn how to give and understand instructions	Proper choice of words and tone	Listening and talking efficiently	
Body language	6	Know the importance of non-verbal communication	Choosing the correct posture and appearance	Giving the correct impression to people	
Exam	7				
Telephone communication	8	How to run an effective phone call	The right choice of words and tone	Listening and talking efficiently	
Meetings	9	Running a meeting, : preparation, time management, getting decisions done	How tp run and participate effectively in a meeting	How to act during meetings to be active participant without monopolizing	G4. Use an appropriate mix of tools and aids in preparing and presenting reports for a range of audiences, including management, technical, users, industry or the academic community. G6. Reveal communication skills, public speaking and presentation skills, and delegation, writing skills, oral delivery, and effectively using various media for a variety of audiences.
Presentation Skills	10	Importance of presentations and technical reports in showing your work	How to write a good report	Organizing your report/ presentation	
Preparation for presentations	11	How to divide allotted time, how to prepare good powerpoint presentations	Ability to be clear and brief	Using presentation software	
Content	12	How to organize your report/ presentation	How to make your point clear	The best methods to get the message across	
Visual aids	13	Importance of figures and charts in your report/presentation	How to do good charts & figures	Mastering powerpoint	

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Presentations	14	Demonstrate newly acquired communication skills in front of class	Be a good communicator	Ability to do clear presentations and reports	
Presentations	15	Demonstrate newly acquired communication skills in front of class	Be a good communicator	Ability to do clear presentations and reports	

**Course Instructor:**

**Head of Department:**