

**UNIVERSITY OF DELTA, AGBOR, NIGERIA**  
**COMPUTING**  
**INFORMATION AND COMMUNICATION TECHNOLOGY**  
**B.Sc. Information and Communication Technology**

**UNIDEL-ICT 208: Professional Communications in ICT** (2 Units; **Compulsory**; LH=30; PH=0)

**Senate-approved Relevance**

The training of high-skilled graduates who are competent communicator with good understanding of the techniques and tools used to produce a broad spectrum of reader friendly documentation in different industries in Nigeria is in tandem with the vision and mission of University of Delta, Agbor, of producing well motivated, skilful graduates that are capable of exhibiting expertise in writing professional and technical documents for the workplace as well as effective communication of information within the workplace . This entails producing computing graduates with demonstrable potentials and skills to manage conflict issues in IT management, governance and administrators from businesses and industries in Delta State, Nigeria, and the world at large. The relevance of this is seeing in computing graduates of the University of Delta, Agbor being able to develop effective communication in technical fields and non–technical fields which is critical to business successes and as an important driver of innovation and business transformation. The graduate will be able to develop and use technical documents, ensure effective communication and management of conflicts if any in an organization’s information system.

**Overview**

Effective communication skills are important more than ever in today’s increasing competitive and ICT submerged workplace. Effective communication in the workplace and in life generally ia a major factor contributing to success and happiness. This course is an essential guide to technical communication for IT professionals and takes a holistic approach in helping the student engage with all types of audiences specifically when managing projects and dealing with people in the IT industry.

This course introduces students to professional communication concepts that are relevant to a career in information and communication technologies (ICT). This course also introduces students to the awareness of cultural diversity and its management in a multicultural workforce. This course will enable the students by improving their communication skills so that they can talk, write and communicate effectively and succinctly.

**Objectives**

The objectives of this course are: (i) Explain communication concepts and strategies (ii) discuss and describe confidence and skills in oral communications and presentations (iii) Work effectively as part of the team (iv) Communicate effectively in a professional context (v) Define and demonstrate conflict management and resolution strategies (v) explain and understand the art of good technical writing (vii) understand how to effectively research on any topic to ensure good presentation (viii) understand different personality types and how to communicate effectively with them

**Learning outcome**

Upon completion of this course, the student would be able to: (i) Understand technical communication tools (ii) use and write technical documents (iii) understand and act with more diplomacy and tact (iv) communicate effectively and confidently with customers (v) explain and manage conflict in ICT communications, (vi) use a variety of communication tools for maximum impact (vii) explain and demonstrate conflict management and resolution strategies

**Minimum Academic Standard:**

NUC minimum academic standard requirements for facilities.