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| **Minor Award Name** | Communications |
| **Minor Award Code** | 5N0690 |
| **Level** | 5 |

**Suggested resources to support delivery:**

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| **Theme/Topic** | **Type** | **Relevance** | **Author/Source** | **Web Link** |
| Interpersonal Skills | Website | Engaging resources and short video presentations on life skills such as appropriate language, speaking with clarity, eye contact, body language and dressing appropriately for success. | Barclays | <https://www.barclayslifeskills.com/> |
| Communication Skills | Website | This website provides helpful advice on personal, interpersonal, presentation, writing and learning skills. It contains interactive material, in particular, an interpersonal skills self-assessment to get started with. | Skills You Need | <http://www.skillsyouneed.com/> |
| Life Skills and Presentation Skills | Website | Focuses on life skills with resources on communication, interview and presentation skills. | Macmillan Education | <http://www.macmillanenglish.com/life-skills/what-are-life-skills/> |
| Personal Effectiveness | Website | Access a wealth of information on communication, time management, group work, learning, reading, note-taking and many more themes. An easy to use resource but for full access, membership (free) is required. Subscribe to the weekly newsletter and get the e-Book *Communicate at Your Best*.  | Mind Tools | <http://www.mindtools.com> |
| Non-Verbal Language | Online Presentation | Explains the science behind body language and challenges viewers to adopt more assertive power poses. | Amy Cuddy Published by: TED Talks | <http://www.ted.com/talks/amy_cuddy_your_body_language_shapes_who_you_are>  |
| Public Speaking | Online video | The art of talking in public and getting over the sense of vulnerability is expressed eloquently in this clip. | Lars SudmannPublished by: You Tube | <https://www.youtube.com/watch?v=AdRuBRR6xOU>  |
| Communication Technology | Online Presentation | Talk on the potential of technology to impact positively on the quality of an individual’s life | Henry EvansPublished by: TED Talks | <http://www.ted.com/talks/henry_evans_and_chad_jenkins_meet_the_robots_for_humanity>  |
| Data Protection | Website | The definitive guide to the law on Data Protection and communications-related legislation. | Data Protection Commissioner | <https://www.dataprotection.ie/viewdoc.asp?DocID=4>  |
| Health, Safety and Welfare | Website | A guide to the Health, Safety and Welfare at Work Act, 2005 and the impact thereof. | Health and Safety Authority | <http://hsa.ie/> |
| Punctuation and Grammar | Book | An enjoyable read on punctuation and grammar and the nuances of language; a useful reference book. | Author: Lynne Truss Published by: Penguin | <http://www.amazon.com/Eats-Shoots-Leaves-Tolerance-Punctuation/dp/1592402038>  |
| Business Documents, Research and ICT | Book | Useful for business documents, research, ICT and PowerPoint presentations. | Authors: John F. Scott and Catherine Fox | <https://www.gillmacmillan.ie/communications-uni/communications-uni/english--communications-for-business-students-5th-edition>  |
| Power Point Presentations | Website | This website is an excellent online source of PowerPoint presentations. Type keywords such as “communication skills” or “presentation skills” in the search box to locate useful material for the classroom. | Slide Share | <http://www.slideshare.net/>  |
| Effective Communication | Book | This textbook addresses the themes of the Communications level 5 module and is highly recommended. | Author: Nicholas HarveyPublished by: Gill & Macmillan | <http://www.gillmacmillan.ie/communications>  |
| Better Communication | Book | This book aims to meet the requirements of the QQI Level 5 Communications module descriptor. It is a useful resource. | Authors: Sheila Hoctor and Karina LynnPublisher: educate.ie | <https://educate.ie/productdisplay/better-communication-and-how-achieve-it> |

 **Useful Organisations:**

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| **Name** | **Contact Information** |
| Quality and Qualifications Ireland (QQI) | <http://www.qqi.ie/>  |
| Further Education Support Service (FESS) | <http://www.fess.ie/>  |
| Citizens Information Board | <http://www.citizensinformation.ie/en/>  |
| Department of Education and Skills | <http://www.education.ie/en/>  |
| National Adult Literacy Agency (NALA) | <https://www.nala.ie/>  |

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| **MOOCs (Massive Online Open Courses)** |
| Free access to online coursesSearch regularly for new courses and new start dates | <https://www.mooc-list.com/><https://alison.com/courses/Personal-Study-Skills> a free online course requiring 4-5 hours. The topics covered include key skills in learning, good academic practise, information technology and research. You will also focus on developing your reading and thinking skills which are vital in any course of study but have particular relevance to Communications 5N0690. |

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| **Minor Award Name** | COMMUNICATIONS  |
| **Minor Award Code** | 5N0690 |
| **Level** | 5 |

**Suggested resources to support delivery:**

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| **Theme/Topic** | **Type** | **Relevance** | **Author/Source** | **Web Link** |
| Communications: All aspects of the module  | Book  | * Discusses current issues in communications and information technology with emphasis on trends, developments and the impact of **social media**
* Presents all **updated legislation** in relation to work, including health, safety and welfare at work, and communications-related legislation
* Introduces **reading techniques** – such as skimming, obtaining an overview and identifying key points – as a basis for developing summary writing skills
* Includes **new hints and tips** for students throughout the book.
* Considers verbal skills, listening skills, and nonverbal and visual communication in one-to-one and group interaction, as well as both personal and work-related settings.
* Discusses various forms of communications technology and how they can be used in various contexts and for different required results.
* Presents key research methodologies and editorial skills, including drafting and proofreading.
 | Effective CommunicationBy Nicholas Harvey | <http://www.gillmacmillan.ie/communications/communications/effective-communication> |
| Communications skills to include listening, verbal communication, interpersonal skills and understanding the media in the world of communications  | e-book | * A comprehensive book that covers all the aspects of verbal and non-verbal communications, listening skills, culture in communications, public speaking, leadership, media, technology and communications
 | A Primer on Communication Studies  | <http://2012books.lardbucket.org/books/a-primer-on-communication-studies/index.html> |
| Listening, Speaking, Reading and Writing | Website  | * A Detailed account of skills in communications both verbal and written.
 | [www.skillsyouneed.com](http://www.skillsyouneed.com) | <http://www.skillsyouneed.com/> |
| Terms used in communications  | Web link | * A description of the 5 components of a communication’s model
 | [www.directtutor.com](http://www.directtutor.com) | <http://www.directutor.com/content/five-components-communication-model> |
| Types of Listening | Web link | * A list of types of listening techniques with their definitions
 | [www.changingminds.org](http://www.changingminds.org) | <http://changingminds.org/techniques/listening/types_listening.htm> |
| Reading, writing, grammar, speaking and listening  | Website  | * A website from the bbc that offers a series of explanatory videos to use as teaching resources for learners
 | BBC / skillwise  | <http://www.bbc.co.uk/skillswise/english> |
| Writing a Report  | Web link | * A summary of the steps learners need to take to write a college report/assignment.
 | Wikihow | <http://www.wikihow.com/Write-a-Report> |
| Referencing guide  | Web slide presentation | * A slide presentation summarizing the Harvard reference style including a quiz as a resource for learners
 | How to cite and reference using the Harvard Style | <http://www.ucd.ie/library/elearning/refcite/Harvard/story.html> |
| Personal Writing | Article | * It covers types of writing styles for personal writing.
 | Language of Narration / Descriptionby EVELYNOCONNOR | <http://leavingcertenglish.net/2011/04/language-of-narration-description/> |
| Business Documents  | Web site | * Free online course that covers business document writing to include cover letter, job application, resume etc.
 | GCF Learnfree.org | <http://www.gcflearnfree.org/jobsearch> |
| How to Write a CV  | Web link | * A detailed explanation of the process of writing a C.V
 | Irishjobs.ie | <http://www.irishjobs.ie/careeradvice/how-to-write-a-cv/> |
| Modes of Communication Technologies  | Online document | * It explores many types of communications technologies available as well as a short account of its historical background. It lays down the foundations for learners to explore this subject further.
 | Wikipedia | <https://en.wikipedia.org/wiki/Telecommunications_in_the_Republic_of_Ireland> |
| Modes of Communication Technologies and their influential role in modern society | Academic Paper | * This study examines the relationship between new media technologies within the household and social interaction between individuals. It explores how new media technologies such as, “video games, computer games, the internet and e-mail” (Aarsand 2007:235) as well as televisions, mobile phones, Mp3 players and other types of modern technology are playing a major role in everyday life in modern society.
 | Siobhan McGrath | <https://www.maynoothuniversity.ie/sites/default/files/assets/document/SiobhanMcGrath.pdf> |
| Modes of Communication Technologies in the business world | Article | * An interesting article that highlights a summary of the methods of communication used over the years, concentrating on modern methods and specifying how these influence the world of business.
 | Technological Advancement and Changing Paradigm of Organizational Communication by Dr. Jyoti Sheoran | <http://www.ijsrp.org/research-paper-1212/ijsrp-p1250.pdf>  |
| Privacy and Security in Communications Technology | Web Page  | * This webpage deals with all the aspects of data protection, privacy and security set out in Ireland. The webpage includes guides, press releases, videos, case studies, surveys, resources and many more to help understand Data Protection.
 | Office of the Data Protection Commissioner. Canal House, Station Road, Portarlington, Co. Laois, Ireland: info@dataprotection.ie | <https://www.dataprotection.ie/viewdoc.asp?DocID=4> |
| Privacy in Communications Technology | Online pdf document | * Extract from Data Protection website above that deals specifically with privacy in Communications Technology. A resource for teachers to illicit learner’s awareness of privacy in the world of communications technology.
 | Office of the Data Protection Commissioner. Canal House, Station Road, Portarlington, Co. Laois, Ireland: info@dataprotection.ie | <https://www.dataprotection.ie/documents/teens/cspe%20resource%20booklet/Section_1_-_What_is_privacy.pdf> |
| Security in Communications Technology | Web Link | * Extract from Data Protection website above that deals specifically with all aspects of security in respect of data protection.
 | Office of the Data Protection Commissionerinfo@dataprotection.ie | <https://www.dataprotection.ie/viewdoc.asp?DocID=1091> |
| Current Issues around Information Technology in Ireland | Online Paper | * Raises awareness of the importance of the ICT sector to the Irish economy in all sections of society
 | The Global Technology Hub by IBEC  | [http://www.ictireland.ie/Sectors/ICT/ICT.nsf/vPages/Papers\_and\_Sector\_Data~the-global-technology-hub/$file/The+Global+Technology+Hub+ICT+Ireland+ISA.pdf](http://www.ictireland.ie/Sectors/ICT/ICT.nsf/vPages/Papers_and_Sector_Data~the-global-technology-hub/%24file/The%2BGlobal%2BTechnology%2BHub%2BICT%2BIreland%2BISA.pdf) |
| Legislation: Health and Safety  | Online Document  | * Health and Safety Act 2005. All the aspects of the Health and Safety Act. A useful document from where the key aspects of the Health and Safety laws can be extracted.
 | Irish Statute Book by the Office of the Attorney General  | <http://www.irishstatutebook.ie/eli/2005/act/10/enacted/en/print#sec1> |
| Legislation: Health and Safety  | Guide | * A short guide to Health and Safety Act 2005. A summary of the Health and Safety Act 2005 that extracts the key points of the act and highlights the relevant aspects to the act for employers and employees alike.
 | The Health and Safety Authority  | <http://www.pointofsinglecontact.ie/download/short_guide_to_shwwa_2005.pdf> |
| Legislation: The Data Protection Act  | Online Document | * The Data Protection Act 1988 sets out a detailed account of the act. A useful document from where the key aspects of the Data Protection laws can be extracted.
 | Irish Statute Book by the Office of the Attorney General  | <http://www.irishstatutebook.ie/eli/1988/act/25/enacted/en/print> |
| Legislation: The Freedom of information Act  | Online Document | * The Freedom of Information Act sets out a detailed account of the act. A useful document from where the key aspects of the Freedom of Information laws can be extracted.
 | Irish Statute Book by the Office of the Attorney General | <http://www.irishstatutebook.ie/eli/2014/act/30/enacted/en/print> |
| Legislation: Copyright | Online Document | * Copyright and related rights 2000 Act. A detailed account of the act. A useful document from where the key aspects of the copyright laws can be extracted.
 | Irish Statute Book by the Office of the Attorney General | <http://www.irishstatutebook.ie/eli/2000/act/28/enacted/en/print> |
| Technology Basics and other skills  | Free Online course | * Free online course as a facility to share with learners. It includes the use of Microsoft Office packages (Word 2013, Power Point 2013 and Excell 2013). It also covers reading, grammar, career planning and many other subjects relevant to the communications’ minor award
 | GCF Learnfree.org  | <http://www.gcflearnfree.org/topics> |

 **Useful Organisations:**

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| --- | --- |
| **Name** | **Contact Information** |
| Quality and Qualifications Ireland (QQI) | <http://www.qqi.ie/>  |
| Further Education Support Service (FESS) | [www.fess.ie](http://www.fess.ie)  |
| ICT Ireland | <http://www.ictireland.ie/Sectors/ICT/ICT.nsf/vPages/Home?OpenDocument> |
| IDA Ireland  | <http://www.idaireland.com/business-in-ireland/industry-sectors/ict/> |
| Irish Statute Book | [www.irishstatutebook.ie](http://www.irishstatutebook.ie) |
| Office of the Data Protection Commissioner  | [www.dataprotection.ie/](http://www.dataprotection.ie/) |
| Careers Portal  | <http://www.careersportal.ie/> |
| Citizens Information | <http://www.citizensinformation.ie/en/> |

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| **MOOCs (Massive Online Open Courses)** |
| Free access to online coursesSearch regularly for new courses and new start dates | <https://www.mooc-list.com/> |
| English Grammar and Essay Writing  | <https://courses.edx.org> |
| Communications Course  | <http://study.com/academy/lesson/types-of-communication-interpersonal-non-verbal-written-oral.html> |

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**Suggested resources to support delivery:**

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| --- | --- | --- | --- | --- |
| **Theme/Topic** | **Type** | **Relevance** | **Author/Source** | **Web Link** |
| Process of Communications | Website & Article Free e-bookWebsite & articlePowerpoint PresentationWebsite articlePowerpoint PresentationPowerpoint PresentationPowerpoint Presentation | It is essential that students have a basic understanding of the communication processes prior to introducing methods of communications. These resources present an overview with simple charts and diagrams that introduce the concept of message, channels and feedback and offer some tips on how to be effective in communicating and to avoid barriers to communications. The role perception plays in communicating is also important and the powerpoint presentation outlines the impact perception has on the communication process. These presentations introduce the communication skills required in daily life and the workplace. | Mindtools websiteAuthor: MTD TrainingMindtoolsPowerpoint slideshowCrete Project InformationJessica Tapman, Devin McClellan & Brandy Sellers exploreHR.orgRajiv Bajaj | <http://www.mindtools.com/CommSkll/CommunicationIntro.htm> <http://bookboon.com/en/effective-communication-skills-ebook><https://www.mindtools.com/pages/article/newCS_85.htm><http://www.slideshare.net/mmtjiswl/5-barriers-to-communication1?related=1><http://www.creducation.org/resources/perception_checking/index.html><http://www.slideshare.net/jessicatapman/chapter-2-perception-the-self-and-2568906?qid=aa08e689-642e-47ad-bb79-f33c1daa73c6&v=qf1&b=&from_search=3><http://pptclub.blogspot.ie/2014/10/pptclub-developing-effective-communication-skills-powerpoint-presentation.html> <http://pptclub.blogspot.ie/2014/11/pptclub-organizational-communication-powerpoint-presentation.html>  |

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| Writing  | WebsitePodcaste-BookQuiz WebsiteOnline quizWebsiteWebsite | These resources focus on the basic grammar and punctuation required to produce quality and accurate written work. These skills underpin all written work required for this programme. | Author: Mignon FogartyAuthor: Mignon FogartyGrammarly IncRagan CommunicationsAuthor: Matthew Inman GrammarlyBBCNational Adult Literacy Agency (NALA) | <http://www.quickanddirtytips.com/grammar-girl><https://itunes.apple.com/us/podcast/grammar-girl-quick-dirty-tips/id173429229?mt=2><http://www.grammarly.com/handbook/><http://www.prdaily.com/Main/Articles/9085.aspx><http://theoatmeal.com/> <http://quizicon.com/Punctuation-Symbols-Quiz.html><http://www.bbc.co.uk/academy/journalism/news-style-guide><http://www.simplyput.ie/plain-english-writing-tips> |
| Writing* Letter and Documents
 | Website guideWebsite e-BookOnline resourcee-BookPowerpoint PresentationPowerpoint PresentationPowerpoint PresentationOnline guide | These resources outline the steps in drafting a range of documents including memos, sales letters, blogs and minutes of meetings. The presentations on blogs outline the different types of blogs and the forum posts. | Hong Kong Polytechnic UniversityMurphy MarketingAuthors: Varinder Taprial andPriya KanwarRead Write Think International Literacy AssociationAuthor: Paul NewtonAuthor: Alek StanojevicAuthor:Sahill SapraAuthor:Alek StanojevicBBC | <http://www2.elc.polyu.edu.hk/cill/writing.htm><http://www.murphymarketing.ie/sales-letters/><http://bookboon.com/en/business-blogs-ebook><http://www.readwritethink.org/files/resources/interactives/persuasion_map/><http://bookboon.com/en/taking-meeting-minutes-ebook> <http://www.slideshare.net/alekstanojevic/what-is-a-blog-23337252?related=1><http://www.slideshare.net/sahils123/blog-ppt-6454520> <http://www.slideshare.net/alekstanojevic/10-essential-parts-of-a-blog?qid=9744d91c-8078-44d2-9d41-b613e7179c9a&v=qf1&b=&from_search=1><http://www.bbc.co.uk/skillswise/topic/writing-a-letter>  |
| Writing * Reports
 | Website | The assignment and report writing skill is a key assessment feature in the communications programme. This resource outlines the difference in reports and essays. It focuses on the areas of research, avoiding plagiarism by referencing and the layout of a typical report. | Southampton Solent University | <http://mycourse.solent.ac.uk/mod/book/view.php?id=232731&chapterid=36544>  |
| Research methods* Primary & secondary sources
 | BookWebsite ResourcesFactsheet tips | Research methods and the selection of appropriate sources are at the core of the preparation of assignments. These resources assist in identifying primary and secondary resources, presenting of reference methods and using online resources for research. | Author: Bernadette McDonaldSouthampton Solent UniversityRichard Byrne – FreeTech4Teachers | **Chapter 4:** Methods of Research and Social InvestigationAn Introduction to Sociology in Ireland**ISBN:** 9780717156221<http://www.gillmacmillan.ie/social-studies/social-studies/an-introduction-to-sociology-in-ireland><http://mycourse.solent.ac.uk/mod/book/view.php?id=2936><http://mycourse.solent.ac.uk/mod/book/view.php?id=2937>**Using Google -** <https://app.box.com/s/khr13opoyhpunp0qffo2tkd0hvq413q5>  |
| Reading  | WebsitePowerpoint PresentationPowerpoint Presentation | Reading comprehension and the ability to summarise texts and reports are core skills in this programme. They support other skills e.g. writing and oral communications. | BBCCarrie LeggattCarrie Leggatt | <http://www.bbc.co.uk/skillswise/topic/reading-and-understanding><http://www.slideshare.net/cleggatt/paraphrasing-a-reading-comprehension-skill-6214274><http://www.slideshare.net/cleggatt/skimming-and-scanning> |

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| Use of ICT & Communications Technology | Visual Image taken from Blog, licensed under Creative Commons Free e-bookVideoFree e-bookTed TalkVideo | Social media platforms offer new methods to communicate. These resources present an overview of the different social media platforms available for communication purposes. The extent of the use of social media is clearly presented in the Social Media Revolution 2015 presentation by Erik Qualman. Sherry Turkle’s Ted Talk focuses on how disconnected we become through the constant use of technology. | Pam O ‘Brien – image licensed under Creative Commons Author: Renee RobinsonGaylord Consulting & Say it Visually Author: Mary ThomasSherry Turkle: Connected, but aloneSocial Media Revolution 2015 by Erik Qualman | <http://pamobriensblog.files.wordpress.com/2012/09/social-media.jpg><http://bookboon.com/en/communicating-with-technology-ebook><http://www.gaylordllc.com/social-media-video-for-anyone-whos-curious-but-skeptical-or-sheepish-too/><http://bookboon.com/en/using-social-media-for-personal-gain-ebook><https://www.ted.com/talks/sherry_turkle_alone_together?language=en#t-28304><https://www.youtube.com/watch?v=jottDMuLesU> |
| Appropriate use of social media | Website & resourcesWebsite & resourcesInfographic  | These resources assist in the development of appropriate online behaviour and highlight the consequences for job-seekers in having an inappropriate social media posting. | Irish Internet Safety Awareness CentreNational Centre for Technology in Education (NCTE)Page Group Recruitment  | <http://www.webwise.ie/><http://www.thinkb4uclick.ie/><http://www.michaelpage.co.uk/minisite/optimise-social-media/> |
| Listening | Free eBookWebsiteStyle Guide Website | Listening and active listening are important parts of the communication process and support the development of good oral communications skills. These resources focuses on activities designed to improve listening skills. | Author: Paul NewtonMindtoolsBBC  | <http://bookboon.com/en/what-is-active-listening-ebook><http://www.mindtools.com/CommSkll/ActiveListening.htm> <http://www.bbc.co.uk/skillswise/topic/types-of-listening>  |
| Non-Verbal Communications & Body Language | Free e-bookArticlePowerpoint PresentationPowerpoint Presentation Powerpoint Presentation | These resources review the role of non-verbal communication and body language in the communications process. | Author: Kurt LarssonAuthor: James BorgAuthor: Rajiv BajaAuthor: Waqas KhanHumanika Consulting www.humanikaconsulting.com  | <http://bookboon.com/en/conscious-body-language-ebook><http://www.pearsoned.co.uk/bookshop/article.asp?affid=M59&item=1861#readmore><http://pptclub.blogspot.ie/2014/11/pptclub-organizational-communication-powerpoint-presentation.html> <http://www.slideshare.net/waqasdilasa/nonverbal-communication-8696831><http://pptclub.blogspot.ie/2014/10/pptclub-body-language-beginners-guide-powerpoint-presentation.html>  |
| Verbal Communications * Oral Communications
* Presentations
* Public Speaking
 | Free e-bookFree e-bookFree e-bookPresentation PlannerICT Tools | The extent of oral communication skills required of learners in this programme ranges from participating in dialogue to making formal presentations. These resources focus on the preparation required when making a presentation while the presentation planner is an online tool which allows learners plan their presentation with helpful language tips. Learners may also be required to use technology in making a presentation. The tools offer learners a selection of methods. | Author: Andrew IveyAuthor: Arina NikitinaAuthor: Daviid BeckettHong Kong Polytechnic University  | <http://bookboon.com/en/perfect-presentations-ebook><http://bookboon.com/en/successful-public-speaking-ebook><http://bookboon.com/en/33-steps-to-great-presentation-ebook><http://www2.elc.polyu.edu.hk/CILL/tools/presplan.htm>* Powerpoint
* Sway

<http://www.teachercast.net/microsoft-sway-iste-2015/>* Powtoon

<http://www.powtoon.com/>* Prezi
 |
| Verbal Communications * Speaking and Listening
* Dialogue Skills
* Telephone Calls
 | Powerpoint PresentationPowerpoint Presentation | The presentation focuses on the importance of both listening & speaking skills and the skills required for an effective face-to-face or telephone conversation. Tip for making a sales **related telephone call are outlined in the presentation.**  | Authors: Jhala ShreyaZala UpendrasinhOza Arohi**Author: Anjani Kumar Shukla** | <http://www.authorstream.com/Presentation/aSGuest128511-1351491-cs-presentation-by-group-l/><http://www.authorstream.com/Presentation/Reach_anjani-1821591-sales-related-telephone-tips-anjani-kumar-shukla/>  |
| Verbal Communications * Interviews
 | YouTube VideoYouTube videoInterview questions with suggested answersCurated list of resources | The YouTube video has been prepared by Collins McNicholas, an Irish recruitment agency and focuses on how best to prepare for an interview including how to dress, engaging the interviewer and how to answer some of the tougher questions.One of the most common interview questions is Tell Me About Yourself. In this video the presenter offers some suggestions on how to prepare to answer this question.[This database for Job-Seekers](http://www.quintcareers.com/interview-question-database/) lists typical interview questions and offers some guidance on the answers.Interview advice and tips on preparing for an interview and some of the questions that you may be asked.  | Collins McNicholas Recruitment AgencyAuthor: [Don Georgevich](https://www.youtube.com/channel/UCEgQyQPkQIhoXf12FFKSYgQ) <https://jobinterviewtools.com/YouTube>Author: Randall S. Hansen, Quint CareersInterview Advice & Tips curated by Cruise Line Class | <https://www.youtube.com/watch?v=NG6xktLmALg> <https://www.youtube.com/watch?v=CumOvDWnUDY><http://www.quintcareers.com/interview-question-database/interview-questions-1/> <http://www.scoop.it/t/preparing-for-an-interview> |
| Verbal Communications * Meetings
 | WebsiteWebsite articlePowerpoint PresentationPowerpoint Presentation | These resources outline the difference types of meetings and introduce tips and tools for running an effective meetingThe presentations also look at the processes involved in conducting meetings that are effective and productive from the point of view of a manager. They outline the difference between effective meetings and dysfunctional meetings, the different meetings for different purposes, and the various meeting strategies.  | BBCMother Nature NetworkColumnfivemedia.comAuthors: Debby McNichols & Jonathan Gullery | <http://www.bbc.co.uk/skillswise/topic/formal-and-informal-speaking><http://www.mnn.com/green-tech/research-innovations/stories/how-to-run-a-meeting><http://pptclub.blogspot.ie/2015/04/pptclub-effective-meetings-guide-for-everybody-powerpoint-presentation.html> <http://pptclub.blogspot.ie/2014/08/pptclub-conducting-productive-effective-meetings-powerpoint-presentation.html>  |
| Communications Legislation  | Website articles & Short Guides to legislation | The following legislation is relevant to communications in a work context:Data Protection Acts 1988 and 2003Freedom of InformationCopyright and Related Rights Act, 2000 Overview of Libel and Slander [Safety, Health and Welfare at Work Acts 2005 and 2010](http://www.irishstatutebook.ie/2005/en/act/pub/0010/index.html).  | Data Protection CommissionerCentral Policy Unit of the Department of Public Expenditure and Reform Irish Visual Artists Rights OrganisationDefamation Ireland Citizens Information  | <https://www.dataprotection.ie/documents/guidance/A_Guide_to_Your_Rights_web_version.pdf><http://foi.gov.ie/about/><http://www.ivaro.ie/copyright><http://www.defamationireland.com/libel-and-slander/><http://www.citizensinformation.ie/en/employment/employment_rights_and_conditions/health_and_safety/health_safety_work.html><http://www.hsa.ie/eng/Legislation/Acts/Safety_Health_and_Welfare_at_Work/> |

**Useful Books**

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| --- | --- | --- |
| Name | Author | Publisher |
| Communications | Brian Comerford | <http://www.classroomguidance.ie/communications.html> |
| Effective Communication | Nicholas Harvey | Gill and Macmillian <http://www.gillmacmillan.ie/communications>ISBN: 9780717159765 |
| English & Communications for Business Students | John Scott and Catherine Fox | Gill and Macmillian <http://www.gillmacmillan.ie/communications-uni>ISBN: 9780717140343 |
| Model Business Letters, Emails and Other Business Documents | [Shirley Taylor](http://www.pearsoned.co.uk/bookshop/Results.asp?iCurPage=1&Type=1&Author=Shirley+Taylor&Download=1&SearchTerm=Shirley+Taylor) | Pearson EducationISBN: 9780273751939<http://www.pearsoned.co.uk/bookshop/detail.asp?item=100000000247913> |
| Watch Your Language  |  Mary O'Maolmhuire | ISBN: 9780717137169<http://www.gillmacmillan.ie/secondary-english/secondary-english/watch-your-language-2nd-edition> |
| This Business of Writing | Terry Prone and Kieran Lyons | <http://communicationsclinic.ie/this-business-of-writing-terry-prone/> |

 **Other resources**

|  |  |
| --- | --- |
| **Name** | **Contact Information** |
| Slideshare | <http://www.slideshare.net>  |
| Skillshare | <https://www.skillshare.com> |
| FETAC Resources | <http://www.fetacresources.com/fetacresources/> |
| International Literacy Association - Lesson Plans | <http://www.readwritethink.org/classroom-resources/lesson-plans/>  |

**Useful Organisations:**

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| --- | --- |
| **Name** | **Contact Information** |
| National Council for Curriculum and Assessment (NCCA) | [www.ncca.ie](http://www.ncca.ie)  |
| Quality and Qualifications Ireland (QQI) | <http://www.qqi.ie/>  |
| Further Education Support Service (FESS) | [www.fess.ie](http://www.fess.ie)  |
| Scoil Net | [www.scoilnet.ie](http://www.scoilnet.ie)  |
| Teachers CPD | <http://teachercpd.ie/>  |

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| **MOOCs (Massive Online Open Courses)** |
| Free access to online coursesSearch regularly for new courses and new start datesOnline courses delivered mainly by Universities and Colleges worldwide.Useful to search regularly for new courses and new start dates. Most courses are free. Charge often applies if assessment and certification is required.Provide excellent CPD for individuals or resources that can support teaching and learning. | What is a MOOC?<https://www.youtube.com/watch?v=eW3gMGqcZQc> Providers of MOOCse.g.<https://www.mooc-list.com/><https://www.coursera.org/> <https://www.udemy.com/><https://alison.com/><https://www.canvas.net/><http://www.lynda.com/><http://www.open.edu/><http://www.extension.harvard.edu/open-learning-initiative><https://www.uclaextension.edu/pages/search.aspx?c=free+courses><http://oyc.yale.edu/>  |