Communication-intensive Course Syllabus Statement

STAT4766 Statistics Internship

This is a certified Communication-intensive (CI) Course which meets all of the requirements endorsed by HKU's Senate, including

- the teaching and assessment of oral and written communication 'literacies'; and
- at least 40% of the course grade assigned to communication-rich assessment tasks.

What communication knowledge and skills will students learn in this course?

Conflict resolution (oral literacy)

- Conflict resolution skills (e.g. negotiation tactics, how to show you are listening, conceding a point, finding common ground, standing your ground, finding mutually beneficial solutions, being assertive rather than aggressive, polite language)

Email writing (written literacy)

- Writing concisely, correct opening and closing, tone (formality / lack of formality), responding to requests, making requests, reporting on progress with work, politely refusing requests, conditionally accepting requests, negotiating solutions, making suggestions and recommendations.

How will students learn these?

Conflict resolution (oral literacy)

- Students will learn the relevant conflict resolution skills through a 1-hour workshop. Students carry out practice role plays and receive feedback from the class teacher and their peers. This will take place before students begin their internship.

Email writing (written literacy)

- Students will learn the relevant email writing skills through a 1-hour workshop. In the workshop they will practice writing emails and receive feedback from the teacher and their peers. This will take place before students begin their internship.

What does a good communicator look like in this course?

A good communicator should be able to clearly and effectively apply actuarial knowledge to solve problems in the workplace, in handling and carrying out the work required in the job or assigned by supervisor(s), and also in establishing highly effective collaboration and communication with supervisor(s), colleagues, and clients in the job.

Here are some specific traits and skills that a good communicator might possess:

1. Clarity: A good communicator should be able to explain complex statistical concepts to colleagues, supervisors and clients in a clear and concise manner, using simple language and avoiding jargon whenever possible.

2. Structure: A good communicator should be able to organize their ideas in a logical and structured way, so that his/her colleagues, supervisors and clients can follow their thought process and understand the main statistical issues.

3. Visual aids: A good communicator should be able to use visual aids such as charts, graphs, and diagrams to help illustrate their points and make their statistical presentation more engaging to his/her colleagues, supervisors and clients in the workplace.

4. Confidence: A good communicator should be confident and comfortable speaking in front of his/her colleagues, supervisors and clients, and should be able to handle statistical questions and challenges with poise and professionalism.

5. Active listening: A good communicator should be able to actively listen for feedback and questions from his/her colleagues, supervisors and clients, and respond appropriately to address any concerns or misunderstandings in the workplace.