# FINC 1003 PROFESSIONAL RELATIONSHIPS AND COMMUNICATION IN BUSINESS

**Credit Points** 10

**Legacy Code** 200747

**Coordinator** Joanne Ross (https://directory.westernsydney.edu.au/search/name/Joanne Ross/)

**Description** This unit will introduce students to and assist them in the development of a broad range of necessary skills required by today's professional advisers. Such skills are highly valued, transferable and universally recognised in the world of work and will assist students in managing their day to day relationships with clients and colleagues. Skills include: * Creation and on going maintenance of the client adviser relationship and a recognition of the importance of trust as the foundation of that relationship; * Identification of the broad needs of clients and an appreciation of differing levels of client financial literacy; * Communication and interpersonal skills which contribute to productive relationships with clients and colleagues; * Professional/Academic research and writing skills; * Enhanced team based skills that contribute to productive working relationships and outcomes.

**School** Business

**Discipline** Banking, Finance and Related Fields, Not Elsewhere Classified.

**Student Contribution Band** HECS Band 4 10cp

Check your HECS Band contribution amount via the Fees (https://www.westernsydney.edu.au/currentstudents/current_students/fees/) page.

**Level** Undergraduate Level 1 subject

**Equivalent Subjects** LGYA 4516 - Financial Advisory Relationships

## Learning Outcomes

On successful completion of this subject, students should be able to:

1. Discuss what is meant by the term �eadvice�f in the context of varying professional environments;
2. Demonstrate effective professional communication and interpersonal skills ? oral and written;
3. Demonstrate effective research and writing skills in an academic and professional business context;
4. Describe what is meant by financial literacy and is application to a variety of clients;
5. Participate in teams which contribute to productive working relationships and outcomes;
6. Demonstrate technological literacy that contributes to effective execution of tasks.

## Subject Content

- professional advice in A variety of business contexts
- communication and The professional adviser
- Working in teams
- academic and professional research and writing
- non verbal communication
- interpersonal skills
- oral communication
- Negotiation
- financial literacy
- The advice process, stakeholders and The Regulatory environment
- ethics and Fiduciary relationships
- Behavioural finance and client engagement
- Conflict Resolution

Prescribed Texts

- Mohan, T 2008, Communicating as Professionals, 2nd edition, Cenage Learning.

Teaching Periods