

I. COURSE DESCRIPTION:

This course provides advanced training for aviation students to organize and present information, using a teamwork approach. Emphasis will be placed on recognizing audience needs, using persuasive techniques, practicing interpersonal skills, and enhancing presentation skills. A major component of the course will consist of career exploration, preparation of a resume and cover letter, and interview skills.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

A. Learning Outcomes:

1. Recognize and use the elements of communication theory (verbal and non-verbal) to respond to specific audiences and purposes
2. Produce clear, concise, accurate, well-organized, professional, computer-generated documents
3. Demonstrate, practice, and evaluate individual effort in a collaboration and teamwork environment
4. Analyze, develop, and practice communication strategies as they apply to cockpit management
5. Design a resume, cover letter, and/or other related career communication
6. Produce and evaluate career interviews
7. Give well-organized, coherent, effective oral presentations, ranging from impromptu talks to prepared, collaborative, persuasive presentations, using traditional and/or electronic visual aids where appropriate

B. Learning Outcomes and Elements of the Performance:

Upon successful completion of this course, students will demonstrate the ability to:

1. Recognize and use the elements of communication theory (verbal and non-verbal) to respond to specific audiences and purposes.

Potential elements of the performance:

- Assess audience's needs, knowledge level, language level, characteristics, and attitude
- Anticipate audience's response to the message
- Define the purpose of the communication
- Apply the communication model and theory
- Recognize and interpret non-verbal communication
- Identify barriers to effective communication
- Develop strategies to overcome communication barriers
- Identify the most effective communication strategies for the purpose and audience

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE
(Continued):**

2. Produce clear, concise, accurate, well-organized, professional, computer-generated documents.

Potential elements of the performance:

- Produce a report, proposal, or other analytical or persuasive report appropriate to audience and purpose
 - Design and/or keep an accurate log, journal, or other record appropriate to aviation technology.
 - Locate, gather, summarize, apply, and document information, including graphics, from both primary and secondary sources.
 - Design and produce a brochure or power point presentation appropriate to aviation technology
3. Demonstrate, practice, and evaluate individual effort in a collaboration and teamwork environment.

Potential elements of the performance:

- Collaborate with peers on projects, reports, role-playing, discussions, or other assigned activities
 - Recognize stages of team development and growth
 - Practice team skills within a working environment
 - Participate in peer editing of writing projects
 - Evaluate individual role within group
 - Complete assigned tasks within group
 - Demonstrate responsibility toward group success
4. Analyze, develop, and practice communication strategies as they apply to cockpit management.

Potential elements of the performance:

- Focus on active listening
 - Recognize influence styles
 - Recognize effective communication
 - Analyze effective and ineffective communication models
 - Recognize key communication elements
 - Research scenarios where cockpit communication is essential
5. Design a resume, cover letter, and/or other related career information.

Potential elements of the performance:

- Employ elements of document design theory to generate a resume and cover letter
- Research and define potential employment possibilities
- Inventory and relate education and skills to current job market
- Produce portfolio, business cards, and/or other supports for employment
- Demonstrate essential presentation skills
- Produce a potential career analysis

**III. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE
(Continued):**

6. Produce and/or evaluate a practice career interview.

Potential elements of the performance:

- Demonstrate presentation skills essential to job application and interview
- Research essential interviewing skills
- Analyze and interpret communication behavior
- Research and analyze various ways to present resume packages via Internet, video, teleconference, etc.
- Present various topics related to interviewing

7. Give well-organized, coherent, effective, oral presentations ranging from impromptu talks to prepared, collaborative, persuasive presentations using traditional and/or electronic visual aids where appropriate.

Potential elements of the performance:

- Recognize audience and purpose
- Present an organized thesis
- Recognize and present the elements of persuasiveness, i.e. define the topic, provide evidence, and make the case
- Select the most appropriate evidence to achieve purpose and persuade
- Design and present appropriate visual support
- Recognize strengths and participation in collaborative presentations

IV. REQUIRED RESOURCES / TEXTS / MATERIALS:

1. Language and Communication Guidelines (provided)
2. Any technical communication textbook to be used as a resource

V. EVALUATION PROCESS / GRADING SYSTEM:

MAJOR ASSIGNMENTS AND TESTING

- | | |
|--|-----|
| 1. Professional Resume and Cover Letter | 15% |
| 2. Career Report/Employment Interview | 20% |
| 3. Evaluative Summary | 10% |
| 4. Personal Summary/ Log of Major Group Activity | 10% |
| 5. Short, Impromptu, Oral Report | 10% |
| 6. Group, Collaborative Log | 5% |
| 7. Group Presentation | 10% |
| 8. Mini-research/Teaching Presentation | 10% |
| 9. Support Document — brochure, PowerPoint, etc. | 10% |

METHOD OF ASSESSMENT (GRADING METHOD)

The following semester grades will be assigned to students in post-secondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

Note: For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

It is also important to note, that the minimum overall GPA required in order to graduate from a Sault College program remains 2.0.

NOTE: Students may be assigned an “F” grade early in the course for unsatisfactory performance.

TIME FRAME

Communication Skills CMM400 involves three periods per week for the semester. Students are expected to attend class and to participate in class activities.

Mid-Term Grades

At **mid-term** one of the following grades will be assigned:

- S Satisfactory performance to the time of mid-term grade assignment (does not indicate successful completion of the course)
- U Unsatisfactory performance to the time of mid-term grade assignment (does not indicate unsuccessful completion of the course)
- F The course must be repeated; minimal performance has resulted in the course outcomes not being met

VI. SPECIAL NOTES:

Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. A professor/instructor may assign a sanction as defined below, or make recommendations to the Academic Chair for disposition of the matter. The professor/instructor may

- (i) issue a verbal reprimand,
- (ii) make an assignment of a lower grade with explanation,
- (iii) require additional academic assignments and issue a lower grade upon completion to the maximum grade “C”,
- (iv) make an automatic assignment of a failing grade,
- (v) recommend to the Chair dismissal from the course with the assignment of a failing grade.

In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Student Portal:

The Sault College portal allows you to view all your student information in one place. **mysaultcollege** gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations. Announcements, news, the academic calendar of events, class cancellations, your learning management system (LMS), and much more are also accessible through the student portal. Go to <https://my.saultcollege.ca>.

Electronic Devices in the Classroom:

Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

Prior Learning Assessment:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.